Exhibit E

Enterprise Rent-A-Car

* This exhibit E has been
re-formatted to move graphics to
drawings section & remove extraneous
text as indicated.

ARMS Web 3.0
Functional Design Specification
Extend Rental

Version 1.1
Last Saved: 9/28/00 2:55 PM

Revision History

Date	Issue	Description	Author
April 1, 2000	0.1	Created Use Case and Screen Design Documents	Keith Baker, Debi Ealick, and Johnny Sands
April 10, 2000	0.1	Linked subdocuments to master document	Cindy Bastean
May 3, 2000	0.2	Removed subdocuments and formatted according to standards	Cindy Bastean
May 16, 2000	0.3	Incorporated changes from cross team QA	Cindy Bastean
May 31, 2000	0.4	Changed screen information	Cindy Bastean
June 8, 2000	0.4	Added data field information	Cindy Bastean
July 3, 2000	0.5	Updated screen information	Cindy Bastean
July 13, 2000	0.5	Updated use case and screen design sections	Mike Slater, Brian Weingart, Johnny Sands, Debi Ealick, Brent Armbruster and Cindy Bastean
September 25, 2000	1.1	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

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Extend Rental

1. Extend Rental Use Case

1.1 Application Overview

The following is a document used to illustrate the process for how the USER will extend a previously authorized rental using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2 Brief Description

This use case will describe how the USER will extend a previously authorized rental. The rental company (via an Authorization Request), the RENTAL ADMINISTRATOR (via a Customer Search), or Reporting (via the Callback feature) can initiate this use case.

1.3 Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to extend a previously authorized rental. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the USER would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web to confirm the extended rental.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4 Pre-Conditions

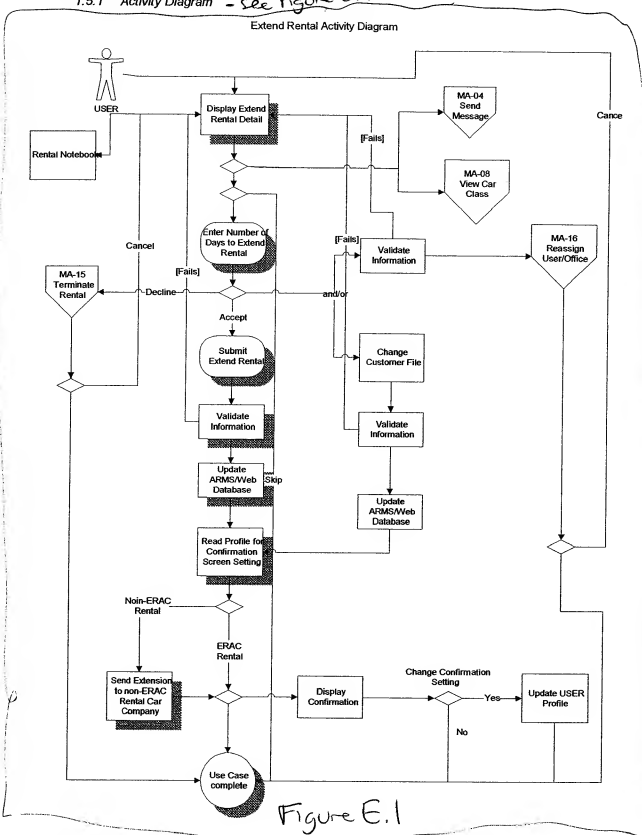- The USER must have logged into the ARMS/Web system.
- The USER must have selected a previously authorized, open rental.

1.5 Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Extend Rental".

1.5.1 Activity Diagram – see Figure E.1

Extend Rental Activity Diagram

Figure E.1

1.5.2 Basic Flow

1. The system will display the details of the Rental.
2. The USER will enter the number of days to extend the rental.
3. The USER will submit the Extend Rental Details.
4. The system will validate the number of days the rental will be extended.
5. The system will update the ARMS/Web database with the Extend Rental Details.
6. The system will read the profile for the confirmation screen setting.
7. For non-Enterprise rentals, the extension is sent to the non-ERAC renal car company's rental system.
8. This ends the use case.

1.5.3 Alternative Flows

1.5.3.1 View Rental Notebook

At step 1 of the basic flow, the USER may choose to view the history of a rental. The USER will be able to see the diary notes associated with the Reservation / Rental.

1.5.3.2 Display Confirmation

After step 7, the USER may wish to have a confirmation page displayed, indicating that some type of change has taken place. The confirmation page is completely optional; therefore, at anytime the USER wants to set their profile to bypass this screen, he/she may do so.

1.5.3.3 Update USER Profile

During the confirmation process, the USER has the option of changing their profile setting to display or hide the confirmation page. Each time the setting is changed, the USER profile must be updated to reflect the new requirements set by the USER.

1.5.3.4 Validate Changes

If the USER changes or adds information, which does not pass validation, an error message will notify the USER and return them to step 1 of the Basic Flow.

If an error is discovered in the validation of the reservation / rental information submitted by the USER, the system would present the USER with an error message and return them to the Detailed Reservation / Rental Display. If the error is specific to a data field within the form, the field should be highlighted and the error described.

1.5.3.5 Change Customer File

Prior to step 3, the USER has the option to make changes to the customer file. After clicking the change/add link, the screen will refresh with all editable fields opened and available for the USER to make changes.

1.5.3.6 Update ARMS/Web Database

After successfully validating the recent changes, the system must update the ARMS/Web Database. The system goes through the same process as in the Basic Flow, as the database is updated to reflect the latest changes.

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1.6 Post-Conditions

- If the use case was successful then the rental has been extended and the ARMS/Web system has been notified.
- If the use case was unsuccessful then the system has remained unchanged.

1.7 Special Requirements

- The number of days to extend a rental must be an integer greater than zero.
- If a USER attempts to extend an insured rental beyond their limits for number of days and dollar amount, the system should return an error message.

1.8 Extension Points

1.8.1 MA-16 Reassign USER/Office (Transfer)

After the extend rental detail is displayed, the USER may choose to transfer the current office/USER. First, the USER would select to change the current office/USER. Second, the system would display a list of authorized offices/USERs. Third, the USER would select a new office/USER. If additional changes are made to the customer file, the new data will also be passed through the transfer process.

1.8.2 MA-08 View Car Class

The View Car Class use case will be used to allow the USER to view details about and select a car class to apply to a reservation. Details will include the average number of passengers and luggage items that can be served by a vehicle in the specific car class. The car class selected by the USER should be applied to the reservation.

1.8.3 MA-15 Terminate Rental

After the extend rental detail is displayed, the USER may choose to terminate the rental. If termination is selected, the USER must enter a reason for the termination of the rental. Termination means the insurance company is no longer willing to pay for the rental.

1.8.4 MA-04 Send Message

The Send Message will be used to allow the USER to capture messages and diary notes associated with extending a rental. The USER can elect to either have the message sent to the rental company responsible for the reservation/authorization, or (Depending on the user segment if this option is available) to store the note in the ARMS/Web system without sending the message to rental company. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

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2.   Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1   Extend Rental Detail   (see ~~Exhibit E.2~~) Figures E.2 (a)-(e)

This screen will allow the USER to pick which functions that he/she may want to change.

2.1.1   Screen Layout - Extend Rental Detail – see Figures E.2 (a)-(e)

(ARMS/Web 2.0)

→ Move to sep. figure

Figure E.2 (a)

(Insurance User)

Welcome to the
Automated Rental Management System

CREATE a RESERVATION | End a CUSTOMER | ...

Claims Office: 001   Handling for Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

____ additional authorized days @ Compact/21.95 ▾
Policy Limits 20/500 ▾

Note to Rental Company:

Messages:
08/31/00 BSS 2 more days - Waiting on Parts
08/30/00 Waiting on fender
08/29/00 Extension requested through 08/30/00
3 days extension requested:
Go to Notebook

Note to Self:

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status:
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $239.00
Direct Bill %:   100%
Reserved dollars, taxes and surcharges

Repair Facility:
Elco Chevrolet
773/334-9832
Owner Vehicle: 1998 GMC Suburban
Vehicle Condition: Non-Drivable
☐ **Extend this rental?**

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumander, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/500

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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Figure F. 2(b)

⟹ More to sep. figure

(Fleet User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | ACTION ITEMS RENTALS RESERVATIONS CUSTOMERS OWNERS VEHICLES

Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David Claim no. 765849322-001
CUSTOMER FILE   2 of 4 Action Items

Extension requested for: Note to Rental Company:

☐ additional authorized days @ Compact/21.95 ▼

Policy Limits: 20/500 ▼

Messages:
08/21/00 BSS 2 more days - Waiting on Parts.
08/18/00 Waiting on fender.
08/29/00 Extension requested through 08/30/00.
3 days extension requested.
Go to Notebook

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status: Repair Facility:
Rental Start Date   5/15/00   Elco Chevrolet
Last Authorized Date   04/13/00   (773)334-9832
Authorized-to Date   5 days   Owner Vehicle 1999 GMC Suburban
Charges to Date $299.00

Present Rental Terms and Recharge   ☐ Extend this rental?

[Change or Add]

RENTER INFORMATION:
Bowie, David   Home: (773)564-6054
1735 N. Paulina St   Work: (773)395-6200
Chicago, IL 60622   Email:dbowie@zefer.com
                                         Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard   Rental Location:
Days/Rate: 5 days @ $21.99/day   Enterprise Edgewater Branch
Current Class: Full-Size   5400 N. Ashland
Additional Charges: None   Chicago, IL 60622
Rental Date: 03/28/2000   773-334-5400
Start Date: 03/20/2000

ADDITIONAL CLAIM INFORMATION:
Claim Number: 3232323232323232323   Repair Facility:
Claim Type: Theft   Elco Chevrolet
Insured Name: Lalumandier, Craig   Chicago, IL 60621
Owner's vehicle: GMC Suburban 1999   (773)334-9832
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/500

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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Figure E.2(c)

(Dealership User)

Welcome to the
Automated Rental Management System

Create a RESERVATION Find a CUSTOMER

Office: 001   Handling for: Yourself

You just authorized 3 days at $28.39/day for Hanks, Tom

Extend Rental: for Bowie, David Purchase Order No. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

☐ additional authorized days @ Compact/21.95 ▢
Policy Limits 20/500 ▢

Note to Rental Company:

Messages:
08/31/00 RSS 2 more days: Waiting on Parts
08/30/00 Waiting on Vendor
08/29/00 Extension requested through 08:30:00:
2 days extension requested.
Go to Notebook

Note to Self:

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status:
Rental Start Date: 5/15/00
Last Authorized Date: 04/13/00
Authorized to Date: 5 days
Charges to Date: $299.00

Repair Facility:
Elco Chevrolet
(773)334-9832
Owner Vehicle: 1999 GMC Suburban

☐ Extend this rental?

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:dbowie@zefer com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
DaysRate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Purchase Order Number: 32323232323323
Bill Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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Figure 6.2 (d)

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(Corporate User)

Welcome to the
Automated Rental Management System

create a
RESERVATION | Find a CUSTOMER

Office: 001

Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Extend Rental: for Bowie, David Corporate Class No. 765849322-001
CUSTOMER FILE

2 of 4 Action Items

Extension requested for:

Additional authorized days @: Compact/21.95 ▼

Policy Limits: 20/500 ▼

Note to Rental Company:

Messages:
08/31/00 BSS 2 more days : Waiting on Barb:
08/30/00 Waiting on Sender:
08/29/00 Extension requested through 08/30/00:
3 days extension requested:
Go to Notebook

Note to Self:

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Current Rental Status:

Rental Start Date:	5/15/00
Last Authorized Date*	04/13/00
Authorized to Date:	5 days
Charges to Date:	$239.00*

*Does not include taxes and surcharges

⬜ Extend this rental?

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Corporate Class Number: 3232323232323
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/500

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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Figure 5.2(e)

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2.1.3   Extend Rental Detail

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Additional Charges	Output	15	Additional Charges		
Handling For:	Output	30	Handling for Adjuster's Name	First Name + Last Name	Last Name + First Name
Note to Self Only	Input	50	Message	NOTE	
Messages:	Output	8	Message Creation Date	Add Date	N/A.
Note to Enterprise:	Input	50	Message Text	NOTE	N/A.
	Output	50	Message Text	NOTE	N/A.
Claim Number: Purchase Order Number Corporate Class Number	Output	11	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	
Days Authorized to Date:	Output	2	Number of Days Authorized	Number Of Days Authorized	N/A.
___ additional authorized days	Output	2	Number of Days to Extend	Number of Days to Extend	
Policy Limits	List Box	5	Policy Maximum and Dollars per day	Max $ Covered + Dollars Per Day Covered	
	Output	30	Rental Location Branch Name	Rental Location	
days @:	List Box	6	Rental Location Rate	Vehicle Rate	N/A.
Date of Rental	Output	10	Rental Start Date	Start Date	N/A.
Insured Name:	Output	30	Insured's Name	First Name + Last Name	
	Output	30	Rental Location Address	Address Line + Address Line2	N/A.
	Output	25	Rental Location City Name	City	N/A.
	Output	10	Rental Location Postal / Zip Code	Zip Code	N/A.
	Output	3	Rental Location State / Province Code	State	N/A.
	Output	13	Rental Location Telephone Number	Telephone Number	N/A.
Date of Loss:	Output	10	Date of Loss	Date Of Loss	
	Output	20	Renter City Name	City	
	Output	10	Renter Postal / Zip Code	Zip Code	
	Output	3	Renter State / Province Code	State	
	Output	30	Renter Street Address	Address Line	
Home:	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	Not editable if ticket is Open.

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
	Output	30	Renter's Name	First Name + Last Name	Will not be editable if ticket is open. First Name + Last Name
Renter Information:	Output	30	Renter's Name	First Name + Last Name	N/A.
Work Phone:	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	Will not be able to edit if ticket is Open.
Owner's vehicle:	Output	4	Vehicle Year, Make and Model	Renter Make/Model + Renter Vehicle Year	
Repair Facility:	Output	20	Body Shop Name	Repair Facility Name	
	Input	16	Body Shop Phone Number	Telephone Number	
	Output	15	Repair Facility City	City	
	Output	3	Repair Facility State	State	
	Output	7	Repair Facility zip code	Zip Code	
Last Day authorized	Output	10	Date rental is authorized through	CALCULATED	Calculated field. Populated with an Open Ticket only.
Charges to Date:	Output	10	Total Charges	CALCULATED	
Renter Type	Output	10	Claim type	claim type description	
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Vehicle Condition	Output	15	Type of Loss	loss type description	
Renter Email:	Output	20	Renter's Email	renter email	Will not be able to edit if ticket is Open.

2.1.4   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.4.1   Skip

When clicked, the USER will be taken out of the use case without changing the current status of the request. Any changes made by clicking Change or Add and keying data in the bottom section will be saved.

2.1.4.2   Process

When clicked, the system will validate the input and accept the changes made to the customer file. The ARMS/Web database will be updated. The use case will then end and the USER will return to the process from which they came.

2.1.4.3   Notebook

When clicked, the USER will be taken to the Note Book section at the bottom of the screen to view all messages for this rental.

2.1.4.4   Set Last Date

When clicked, the system will terminate the rental. The USER will be prompted to enter

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a termination date for this rental.   This coincides with the use case MA-17-Terminate
Rental.

2.1.4.5 Transfer File

When clicked, the USER will be taken to the Transfer File screen. This screen allows
the USER to change the office or adjuster currently assigned to the customer file.   The
required information in the Extend Rental/Customer File will be passed to the Transfer
File screen. Upon completion of the transfer, the USER will then be returned to the next
action item or the profiled start page, depending on the screen from which the USER
began.

2.1.4.6 Change or Add

When clicked, the system will refresh the current screen and make all editable fields in
the bottom section (outside the gray box area) input capable. The changes on the top of
the screen will not be lost.

2.1.4.7 Top of page

When clicked, the USER will be taken to the top of the current page.

2.1.4.8 View Car Class

When clicked, the USER will be taken to the View Car Class Use Case. No changes
will be lost. Once the USER is finished with this use case, the USER will return to the
Extend Rental Use Case.

2.1.4.9 Extend Rental

When clicked, the system will validate the input and accept the extension AND the
changes made to the customer file. The ARMS/Web database will be updated. The use
case will then end and the USER will return to the process from which they came.

Enterprise Rent-A-Car

ARMS Web 3.0
Functional Design Specification
Review List - Action Items

Version 1.1

Last Saved: 9/28/00 2:37 PM

Revision History

Date	Issue	Description	Author
April 20, 2000	0.1	Use Case and Screen Documents created	Mike Slater, Johnny Sands
April 27, 2000	0.1	Linked subdocuments to master document	Cindy Bastean
May 3, 2000	0.2	Removed subdocuments. Formatted according to standards	Cindy Bastean
May 22, 2000	0.3	Incorporated changes per the Cross Team QA.	Michael Slater, Johnny Sands, Deb Ealick, Cindy Bastean
June 8, 2000	0.4	Added data field Information	Cindy Bastean
June 13, 2000	0.5	Added the Zefer look & feel image	Amanda Banta
July 3, 2000	0.6	Updated Screen Fields and Data Fields information	Cindy Bastean
July 14, 2000	0.6	Updated Use Case and Screen Design Sections	Mike Slater, Johnny Sands, Brian Wiengart, Brent Armbruster, Stan Schuchat, Deb Ealick and Cindy Bastean
September 25, 2000	1.1	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

Table of Contents

Review List - Action Items

1. Review List Action Items Use Case

1.1 Application Overview

The following is a document used to illustrate the process for how the USER would view and/or select any outstanding action items assigned to them using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2 Brief Description

This use case describes how the USER would view and/or select any outstanding action items assigned to them.

1.3 Use Case Actors

The following actors will interact with this use case.

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to review outstanding action items to be completed. This use case refers to a USER in the role of a USER. There are various types of customers that the USER would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web based on actions of the USER, retrieving and acting action items.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4 Pre-Conditions

- The USER must be logged into the ARMS/Web system.
- The USER must have selected to Review a List of Action Items.
- The system must retrieve and confirm the USER ID and access authority.

1.5 Flow of Events

The Flow of Events will include the necessary steps for an USER to review and assign outstanding action items.

1.5.1 Activity Diagram — see Figure E.3

Review List Action Items
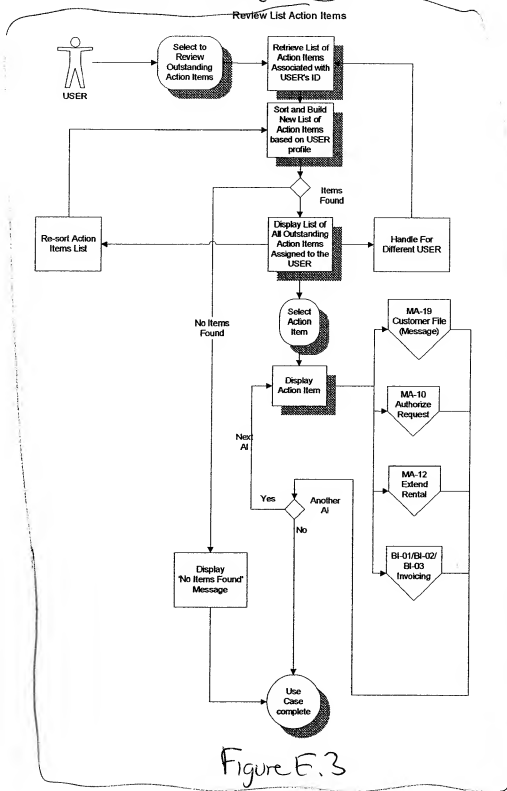
→ Move to separate figure

Figure E.3

1.5.2 Basic Flow

1. The USER selects to review the outstanding action items list.
2. The system retrieves the list of outstanding action items associated with the USER ID.
3. The system sorts and builds the list based on the appropriate USER profile.
4. The system will display a list of all outstanding action items assigned to the USER, which could include:
   - Authorize a Request
   - Extend a Rental
   - Handle Unapproved Invoices/Pay Approved Invoices
   - Send a Message

5. The USER will select an item from the action items list.
6. The system displays the detail appropriate to the action item status.
7. Upon completion of the selected action item, the system will determine the next action item and display until the current list has been completed.
8. This ends the use case.

1.5.3 Alternative Flows

1.5.3.1 Handle For A Different USER

Until step 5, the USER may choose to handle requests for another USER. At this time, the USER must select the appropriate USER to handle for. The system will then validate the ID of the alternate USER, and then rebuild the action item list to include all outstanding items associated with the new ID.

1.5.3.2 Re-sort Action Items List

After displaying the action item list using the default from the profile, the USER may decide to sort the list based on some other criteria. At any time, the USER may choose to re-sort the action item list (Depending on the USER segment) based on Item Type, Date Received, Renter's Name, Claim Number or Corporate Class Number or Purchase Order Number, Rental Company, and Administrator.

1.5.3.3 No Items Found

If there are no Action Items available for the USER work on, the system will display a message indicating that there are no available action items to display.

1.6 Post-Conditions

None

1.7 Special Requirements

1.7.1 Sort Request

The default sort order has been specified by the USERs profile, which governs the order in which action items have been presented. If invoices have been added to the USER's payment list, a link displays for them to proceed to the 'Payment List'. Alternatively, after the last invoice has been approved, the system automatically proceeds to the 'Payment List' before resuming the outstanding action items. If the USER has been designated with the responsibility of handling the 'Unassigned Requests,' a link at the bottom of the action item list displays.

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Y:\APPS\ARMSWeb\Application\ARMSWEBV3\@dm\Functional Specs\MA-14 Review List Action Items\Functional Specs\MA-14-FDS-ARMSWeb3 0v1 1 doc

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1.8   Extension Points

An extension point indicates a link between this use case and another use case. Extension points associated with the use case are indicated below. Clicking on the extension point will open the related use case.

1.8.1   MA-12-Extend Rental

At step 5, the USER must select an action item to perform. At this point, the USER may elect to extend a previously authorized rental. Extensions may be performed due to prolonged body shop delays and other scenarios. Upon completion of the Extend Rental process, the USER should be returned to step 5 of the Basic Flow. The action item that called for the extension should no longer appear in the USER's action item list.

1.8.2   MA-10-Authorize Request

At step 5, the USER must select an action item to perform. At this point, the USER may elect to authorize a direct bill request. Upon completion of the authorization, the USER should be returned back to step 5 of the Basic Flow. The request needing authorization should no longer appear in the USER's action item list.

1.8.3   Invoicing – BI-01-Handle Unapproved Invoices & BI-02-Pay Approved Invoices & BI-03 Reject an Invoice

At step 5, the USER must select an action item to perform. At this point the USER may elect to pay approved invoices, handle unapproved invoices, or reject an invoice. Upon completion of this process, the USER should be returned back to step 5 of the Basic Flow. The invoices that were processed should no longer appear in the USER's action item list.

1.8.4   MA-19 – View Customer File (Message)

At step 5, the USER must select an action item to perform. At this point, the USER may elect to view a message from the rental company. Upon completion of the message, the USER should be returned back to step 5 of the Basic Flow. The message should no longer appear in the USER's action item list.

2.   Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1   Action Items   (see figures E.4(a)+(e))

This screen will allow the USER to pick which functions that he/she may want to change.

2.1.1 Screen Layout – Action Items — see figures E.4(a)-(e)

(ARMS/Web 2.0)

Figure E.4(a)

Move to sep. figure

(Insurance User)

Welcome to the
Automated Rental Management System

create a **RESERVATION**   find a **CUSTOMER**   **action items | completed actions | reports | my profile | help**

Claims Office: 001   Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

TYPE	DATE RECEIVED	RENTER'S NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
Direct Bill Request	04-23-00	Hanks, Tom	234509921	Enterprise Rent-A-Car	Fitzgerald, Neil
Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754509927	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589677	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	234509921	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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New information has come in.

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Figure 6.4(b)

Move to sep. figures

(Fleet User)

Welcome to the
Automated Rental Management System

create a **RESERVATION**   find a **CUSTOMER**

Office: 001   Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

TYPE	DATE RECEIVED	RENTER'S NAME	CLAIM NUMBER	RENTAL COMPANY	ADMIN TRACKER
Direct Bill Request	04-23-00	Hanks, Tom	234509921	Enterprise Rent-A-Car	Fitzgerald, Neil
Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
Message	05-01-00	Simpson, Homer	754509927	Enterprise Rent-A-Car	Fitzgerald, Neil
Invoice	05-01-00	Weber, Andrew	754589677	Enterprise Rent-A-Car	Fitzgerald, Neil
Returned Invoice	05-01-00	Crystal, Billy	234509921	Rent-A-Wreck	Fitzgerald, Neil
Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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New information has come in.

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Figure 6.4(c)

(Dealership User)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER   action items | completed actions | reports | my profile | help

Office: 001   Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

❶ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	TYPE	DATE RECEIVED	RENTER'S NAME	PURCHASE ORDER NUMBER	RENTAL COMPANY	ADMINISTRATOR
	Direct Bill Request	04-23-00	Hanks, Tom	234569971	Enterprise Rent-A-Car	Fitzgerald, Neil
	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754569877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754569877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	234569871	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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Figure 6.4(d)

More to sep. figure (handwritten)

(Corporate User)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER   action items | completed actions | reports | my profile | help

Office: 001   Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

❶ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	TYPE	DATE RECEIVED	RENTER'S NAME	CORPORATE CLASS NUMBER	RENTAL COMPANY	ADMINISTRATOR
	Direct Bill Request	04-23-00	Hanks, Tom	234569871	Enterprise Rent-A-Car	Fitzgerald, Neil
	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754569877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754569877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	255469871	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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Figure 6.4(e)

1.2 Action Items - Summary

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specfic Rule
Date Received	Output	0	Date Received	action item assigned date	N/A.
Type	Output	15	Action Item Type	action item type description	N/A.
USER	Output	0	USER's Name	First Name + Last Name	N/A.
Handling For:	List Box	30	Handling for USER's Name	First Name + last Name	N/A.
Welcome Back	Output	30	User's Name	Last Name + First Name	N/A.
Claim Number Purchase Order Number Corporate Class Number	Output	0	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	N/A.
Renter's Name	Output	30	Renter's Name	First Name + Last Name	N/A.
Claims Office:	List Box	3	Office	external organization abbreviated name	

1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

1.3.1 Renter's Name

When clicked on a specific hyperlink under the "Renter's Name" heading, the USER will go into the details of that particular action item and will begin any of the following use cases:

- MA-12-Extend Rental
- MA-10-Authorize Request
- Invoicing – BI-01-Handle Unapproved Invoices & BI-02-Pay Approved Invoices & BI-03 Reject an Invoice
- MA-19-Customer File (Message)

ARMS Web 3.0
Functional Design Specification
Assign a Request

Version 1.1

Last Saved: 9/28/00 4:07 PM

Revision History

Date	Issue	Description	Author
April 7, 2000	0.1	Initial Draft	Keith Baker
April 11, 2000	0.2	Added fields from Databases	Cindy Bastean / Debi Ealick
April 20, 2000	0.2	Merged subdocuments	Cindy Bastean
April 27, 2000	0.3	Added new screen layouts	Deb Ealick
April 27, 2000	0.4	Removed Application Operations and Data Fields per new Functional Spec Reporting Process Implementation	Cindy Bastean
May 10, 2000	0.5	Included changes from Cross-Team QA	Cindy Bastean
May 15, 2000	0.6	Added screen change to document according to cross-team review	Debi Ealick
June 8, 2000	0.6	Added Data Field Information	Cindy Bastean
July 3, 2000	0.7	Change screen field / data field information	Cindy Bastean
July 13, 2000	0.7	Updated Use Case and Screen Design sections for sign-off	Mike Slater, Brian Weingart, Stanley Schuchat, Deb Ealick, Brent Armbruster, Johnny Sands and Cindy Bastean
August 28, 2000	1.0	Updated Use Case. Changes made based on feedback provided by management reviewers.	Mike Slater
September 26, 2000	1.1	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Michael Slater, Aaron Foster, Amanda Banta, Tim Weinstock

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Table of Contents

Assign a Request

1. Assign a Request Use Case

1.1 Application Overview

The following is a document used to illustrate the process for assigning the unassigned authorization requests to the appropriate user. The assignments will be made using the ARMS Web 3.0 system. The intent for this release of the ARMS Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2 Brief Description

This use case describes the process of how a USER will review unassigned authorization request and assign them to a USER for further handling.

1.3 Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – RENTAL ADMINISTRATOR will use the system to assign the unassigned authorization requests. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the rental administrator would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS Web to manage each phase of the rental process.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4 Pre-Conditions

- The USER must be signed-on to the ARMS Web system.
- The USER should be authorized to assign a request.
- If there are unassigned requests present, the USER has selected the link from the Review List Action Items Use Case to enter this use case.

1.5 Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Assign an Action Item".

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1.5.1 _Activity Diagram_ – see Figure E.5

Assign An Action Item Diagram
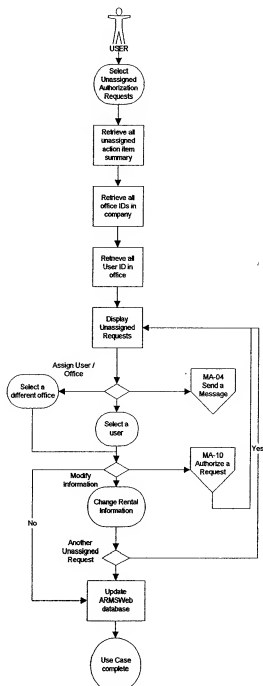
Move to separate figure

Figure E.5

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1.5.2 *Basic Flow*

1. The USER selects the unassigned authorizations link.
2. The system retrieves all unassigned request summaries.
3. The system retrieves all OFFICE IDs within ARMS Web.
4. The system retrieves all USER IDs within the OFFICE.
5. The system displays the unassigned authorization summaries with the offices and users.
6. The USER selects a user to assign to the request.
7. The system will update the ARMS Web database.
8. This ends the use case.

1.5.3 *Alternative Flows*

1.5.3.1 *Cancel Use Case*

The USER should be capable of leaving the use case at any point prior to assigning the of the reservation information.

1.5.3.2 *Modify a Request*

Before step 6 of the basic flow, the USER should be able to make changes to the authorization.

1.5.3.3 *Select a different office*

Before step 6 of the basic flow, the USER should be able to select a different office for this authorization request. If a different office has been selected, the user cannot assign the file to a new user. The new office must now assign the file.

1.6 Post-Conditions

If the use case is successful, the system will change the request type from an unassigned authorization request to direct bill. If the user has authority to authorize this request, the system will change the request to Authorized status and assign the adjuster picked in Step 5 of the basic flow.

If the use case is unsuccessful, the system state will remain unchanged.

1.7 Special Requirements

None

1.8 Extension Points

1.8.1 *MA-04 Send Message*

The Send Message function will be used to allow the user to capture messages and diary notes associated with a rental reservation/authorization. The USER can elect to have the message sent to the rental branch location responsible for the reservation/authorization. The USER may also send a message <u>without</u> assigning the file to a user/office. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

1.8.2 *MA-10 Authorize a Request*

The USER may decide to enter into the full detail screen of the unassigned request, which would invoke the Authorize a Request use case.

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2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Action Items – Unassigned → (see figures E.6(a)-(e))

This screen will allow the USER to assign action items to an office or USER. The USER may also cancel an item or change specified information in the Customer File through this screen.

2.1.1 Screen Layout -- Action Items – Unassigned (ARMS Web 2.0) — See Figures E.6(a)-(e)

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Figure E.6(a)

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(Insurance User)

Welcome to the
Automated Rental Management System

CREATE A NEW / find a
RESERVATION CUSTOMER

ACTION ITEMS

Claims Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy - Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew
26445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Vehicle Condition: Select a Loss Type
Claim Type: Select a Claim Type
Date of Loss: January | 1 | 2000
Note to Rental Company:

❶ Assign to Office: 001
❷ Assign Adjuster: Unassigned
-or-
❸ Cancel this item

Smith, Joe
26445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Vehicle Condition: Select a Loss Type
Claim Type: Select a Claim Type
Date of Loss: January | 1 | 2000
Note to Rental Company:

❶ Assign to Office: 001
❷ Assign Adjuster: Unassigned
-or-
❸ Cancel this item

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Figure E.6(b)

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→ SFP.
figures

(Insurance Fleet)

Welcome to the
Automated Rental Management System

CREATE A find a
RESERVATION CUSTOMER

Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy - Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew
26445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Protection Coverage:
Claim Type: Select a Claim Type
Date of Loss: January | 1 | 2000
Note to Rental Company:

❶ Assign to Office: 001
❷ Assign Administrator: Unassigned
-or-
❸ Cancel this item

Smith, Joe
26445 Main Ave
Chicago, IL 60622
555-555-1212

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

DIRECT BILL REQUEST
Claim Number: 754589877
Protection Coverage:
Claim Type: Select a Claim Type
Date of Loss: January | 1 | 2000
Note to Rental Company:

❶ Assign to Office: 001
❷ Assign Administrator: Unassigned
-or-
❸ Cancel this item

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Figure E.6(c)

(Dealership User)

Welcome to the
Automated Rental Management System

CREATE A RESERVATION | FIND A CUSTOMER

Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy - Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew   DIRECT BILL REQUEST
28445 Main Ave   **Purchase Order No.:** 754589877
Chicago, IL 60622
555-555-1212   Bill Type:
Rental Location:
Enterprise Edgewater Branch   Date of Loss: January   1   2000
5400 N. Ashland
Chicago, IL 60622   Note to Rental Company:
773-334-5400

① Assign to Office: 001
② Assign Administrator: Unassigned
   -or-
③ Cancel this Item

Smith, Joe   DIRECT BILL REQUEST
28445 Main Ave   **Purchase Order No.:** 754589877
Chicago, IL 60622
555-555-1212   Bill Type:
Rental Location:
Enterprise Edgewater Branch   Date of Loss: January   1   2000
5400 N. Ashland
Chicago, IL 60622   Note to Rental Company:
773-334-5400

① Assign to Office: 001
② Assign Administrator: Unassigned
   -or-
③ Cancel this Item

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Figure 5. 6(d)

More to sep. of fig.

(Corporate User)

Welcome to the
Automated Rental Management System

CREATE A RESERVATION | FIND A CUSTOMER

Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy - Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew   DIRECT BILL REQUEST
28445 Main Ave   **Corporate Class No.:** 754589877
Chicago, IL 60622
555-555-1212   Note to Rental Company:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

① Assign to Office: 001
② Assign Administrator: Unassigned
   -or-
③ Cancel this Item

Smith, Joe   DIRECT BILL REQUEST
28445 Main Ave   **Corporate Class No.:** 754589877
Chicago, IL 60622
555-555-1212   Note to Rental Company:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

① Assign to Office: 001
② Assign Administrator: Unassigned
   -or-
③ Cancel this Item

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Figure 5. 6(e)

2.1.2   Action Items - Unassigned

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Handling For:	Output	30	Handling for Adjuster's Name	First Name + Last Name	N/A.
	Output	30	Renter's Name	First Name + Last Name	This should be a link. The USER should be able to get to the authorize page from this screen field
	Output	30	Renter's Address	Address Line	
	Output	10	Renter's City	City	
	Output	3	Renter's State	State	
	Output	10	Renter's Zip Code	Zip Code	
	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	If these fields are populated, add a label to the screen to differentiate between Home Phone and Work Phone
	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	If these fields are populated, add a label to the screen to differentiate between Home Phone and Work Phone
Claim Number Purchase Order Number Corporate Class Number	Input	30	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	N/A.
Vehicle Condition	List Box	15	Loss Type	loss type description	
Claim Type Bill Type	List Box	15	Claim Type Bill Type	Rental type description	N/A.
Date of Loss:	Input	10	Date of Loss	Date Of Loss	N/A.
Note to Enterprise	Input	30	Message Text	NOTE	N/A.
Assign to office:	List Box	5	Office Id	external organization abbreviated name	
Assign adjuster:	List Box	30	Adjuster Name	First Name + Last Name	Lists only those adjusters the USER has authority to assign

Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.2.1 <<Previous

When clicked, the USER will be taken back to the previous screen.

2.1.2.2 Process

When clicked, the USER will be taken to the next item in the action item list or a detail of the completed action items. This button ends the use case

2.1.2.3 Cancel

When clicked, the USER will be allowed to cancel the authorization. If this occurs, the rental becomes unauthorized and the rental is no longer responsibility of the company.

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Enterprise Rent-A-Car

ARMS/Web 3.0
Functional Design Specification
View Car Class

Version 1.3

Last Saved: 9/27/00 9:33 AM

Revision History

Date	Issue	Description	Author
2000-04-07	0.1	Initial draft published to design team for review and comment.	Brent Armbruster, Sean O'Donnell
2000-04-11	0.2	Removed subdocuments. Updated data fields listing to reflect format changes	Cindy Bastean
2000-05-01	0.3	Added screen fields to "Car Class Summary" and "Car Detail Screen" screen field tables	Cindy Bastean
2000-05-08	0.4	Included additional changes, comments and feedback out of the initial review sessions.	Sean O'Donnell
2000-05-30	0.5	Added data field information from DATA_FIELDS	Cindy Bastean
2000-09-27	1.3	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

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Table of Contents

View Car Class

1. View Car Class Use Case

1.1 Application Overview

The following is a document used to illustrate the process for how the USER would view examples of automobiles that are part of each rental company car class using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2 Brief Description

This use case will allow the USER to view examples of automobiles that are part of each rental company car class. The USER will have the ability to select a car class and have the rate for the car class apply to the reservation/authorization.

1.3 Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to view and/or select the car class that will apply to a reservation. This use case refers to a USER in the role of a USER. There are various types of customers that the USER would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web to retrieving information regarding the automobiles.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4 Pre-Conditions

- The USER must be signed-on to the ARMS/Web system.
- The USER must have a reservation or open ticket selected.

1.5 Flow of Events

The Flow of Events will include the necessary steps to view and/or select the car class to apply to a rental reservation.

1.5.1   Activity Diagram   _ See Figure E.7

View Car Class Activity Diagram

Figure E.7

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1.5.2 Basic Flow

The **Basic Flow** of the View Car Class use case includes all of the required steps to view and/or select a car class for a rental reservation. If a car class is selected, it will be used to populate rate information on a rental authorization.

1. The USER will select View Car Class from the active reservation or open ticket.

2. The system will display a car class detail screen. If the USER had previously selected a car class (for example, on the Create Reservation screen), the car class selected will be displayed. If no car class has been selected, the system will display the Standard car class.

3. The USER will select the car class to apply to the reservation or open ticket.

4. The system will return the USER to the active reservation or open ticket and populate car class information based on the car class selected.

5. This ends this use case.

1.5.3 Alternative Flows

1.5.3.1 Select Alternate Car Class

From Step 2 of the **Basic Flow**, the USER will have the ability to view an alternate car class. The car classes that will be available to view include:

- Economy
- Compact
- Intermediate
- Standard
- Full Size
- Premium

If the USER selects an alternate car class, the system will refresh and present the details of the new car class.

1.5.3.2 Populate Car Class Rates

If a rental branch location has already been selected prior to entering this use case, the selection of a car class will populate the rates that apply to the selected car class on the active reservation or open ticket   This alternate flow returns the USER to Step 4 of the **Basic Flow**.

1.6 Post-Conditions

- If successful, the selected Car Class will be returned to the active reservation or open ticket.
- If unsuccessful, the system state is unchanged.

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1.7   Special Requirements

The additional requirements of the business use case are included here. These are requirements not covered by the flow as they have been described in the sections above.

1.7.1   Modify Car Class Selection Results

The USER may change the results of this use case as part of the active reservation or open ticket.

1.8   Extension Points

None.

2.   Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1   Car Class Detail Screen   (see Figures E. 8(a) – (b))

This screen will allow the USER to view detailed information about the rental company's car classes. The USER will also have the ability to select a car class to apply to a rental reservation / authorization.

2.1.1   Screen Layout   – see figures E.8(a) – (b)

(ARMS/Web 2.0)
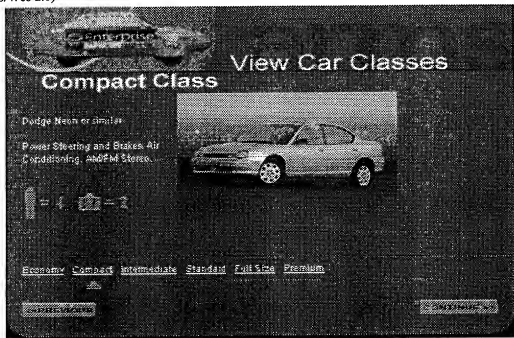
More to sep. figures.

Figure E.8(a)

(ARMS/Web 3.0)
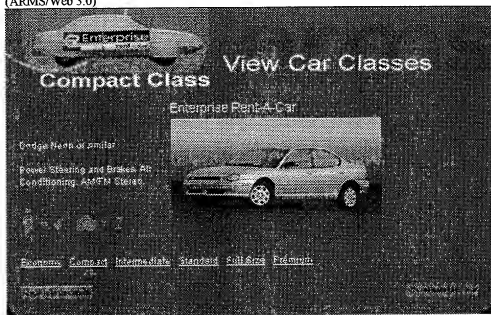
Figure E.8 (b)

2.1.2 Car Class Details

Screen Label	Type	Length	Screen FieldName	Data Field	Screen Specific Rule
	Output	20	Car Class Name		This should be the name of the currently selected car class
	Output	40	Rental Company Name		
(Person Image)	Output	2	Car Class Person Capacity		This should provide the average person capacity of the selected car class.
(Luggage Image)	Output	2	Car Class Luggage Capacity		This should provide the average luggage capacity of the selected car class
	Hidden	255	Car Class Image Source		This should provide a picture of an example car within the selected car class.
	Output	120	Car Class Detail Description		This should provide a description of the selected car class.
Economy	Output		Economy Car Class		This should be a hyperlink to the Economy car class detail.
Compact	Output		Compact Car Class		This should be a hyperlink to the Compact car class detail.
Intermediate	Output		Intermediate Car Class		This should be a hyperlink to the Intermediate car class detail.
Standard	Output		Standard Car Class		This should be a hyperlink to the Standard car class detail.
Full Size	Output		Full Size Car Class		This should be a hyperlink to the Full Size car class detail.
Premium	Output		Premium Car Class		This should be a hyperlink to the Premium car class detail.

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Select This Car Class

The **Continue** screen function will allow the USER to select the car class to apply to a reservation.

2.1.3.1.1 The **Continue** screen function is invoked through either a button click or through an **Enter** keystroke.

2.1.3.2 Previous

The **Previous** screen function allows the USER to return to the previous screen.

2.1.3.2.1 The **Previous** screen function is invoked through a button click.

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3. Questions and Answers

None.

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Enterprise Rent-A-Car

ARMS/Web 3.0
Functional Design Specification
Authorize a Request

Version 1.1

Last Saved: 9/26/00 10:50 AM

Revision History

Date	Issue	Description	Author
April 13, 2000	0.1	Updated with Database Fields	Cindy Bastean, Deb Ealick
April 20, 2000	0.2	Removed subdocuments	Cindy Bastean
May 10, 2000	0.3	Modified according to cross-team review	Cindy Bastean
May 15, 2000	0.3	Added screen change to document according to cross-team review	Debi Ealick
June 8, 2000	0.4	Updates for Iteration 2	Brian Weingart
June 8, 2000	0.4	Added data field information	Cindy Bastean
June 14, 2000	0.4	Added Zefer look and feel image for the Authorize Rental Detail	Amanda Banta
July 3, 2000	0.5	Changed Screen information	Cindy Bastean
July 13, 2000	0.5	Updated Use Case and Screen Design Sections	Brian Weingart, Mike Slater, Johnny Sands, Deb Ealick, Brent Armbruster and Cindy Bastean
August 24, 2000	1.0	Updated Use Case. Changes made based on feedback provided by management reviewers.	Mike Slater
September 26, 2000	1.1	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

Table of Contents

Authorize a Request

1.   Authorize Request Use Case

1.1   Application Overview

The following is a document used to illustrate the process for how a USER authorizes a direct bill request using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2   Brief Description

This use case describes how a USER authorizes a direct bill request.

1.3   Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to authorize a direct bill request. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the USER would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web to confirm the direct bill request.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4   Pre-Conditions

- The USER must be logged into the ARMS/Web system.
- The USER must have the authority to authorize a request.
- At least one outstanding unauthorized direct bill request must be assigned that the USER may handle.
- The USER must have selected an Unauthorized Direct Bill Request from the Review Action Items Screen or from the Search Results page.

1.5   Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Authorize Request"

1.5.1   Activity Diagram   – see Figure E.9
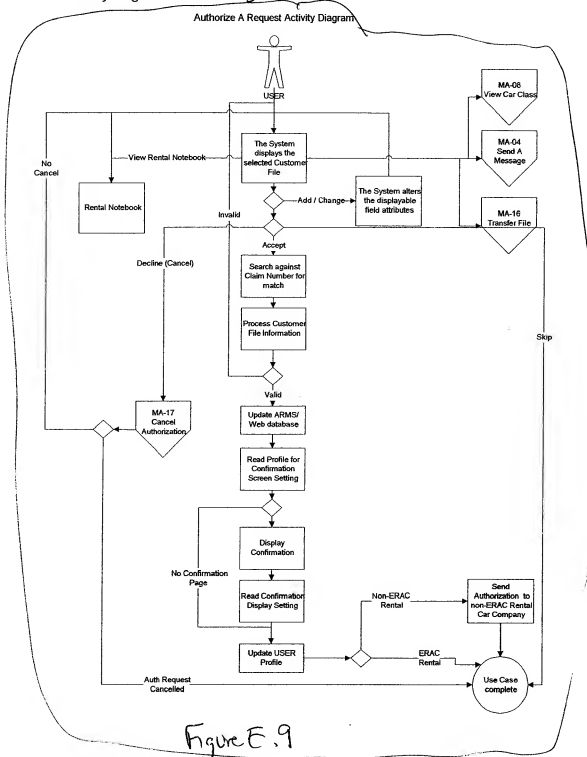
Authorize A Request Activity Diagram

Figure E.9

1.5.2   Basic Flow

1. The USER selects an outstanding direct bill to authorize.
2. The system displays the Customer file.
3. The USER reviews the renter's information.
4. The USER inputs a number of Authorized Amounts, days and required fields.
5. The USER submits the Authorization.
6. The system validates information in the Customer File.
7. If the USER assigned to the Customer File is 'UNKNOWN' or 'UNASSIGNED', the System will assign the Customer File to the current USER.
8. The system will update the ARMS/Web database with the Authorization.
9. The System reads the USER profile to see if the confirmation page should display.
10. If the profile indicates 'Show Confirmation Page', the System will display the confirmation page
11. For non-Enterprise rentals, the authorization request is sent to the non-ERAC rental car company's rental system.
12. This ends the use case.

1.5.3   Alternative Flows

1.5.3.1   View Notebook

At step 3 of the Basic Flow, the USER can select to view the transaction history (Notebook) by selecting the Go To Notebook link.

1.5.3.2   Add Notes to Customer File

At step 3 of the Basic Flow, the USER can add notes to the Customer File by typing in the appropriate notes field on the Customer File page.

1.5.3.3   Skip Customer File

At step 3 of the Basic Flow, the USER can get out of the Customer File by selecting the skip button on the Customer File page.

1.5.3.4   Change Customer File

At step 3 of the Basic Flow, the USER can make changes to the additional details of the Customer File. This is done by selecting the Add / Change link which will invoke an editable page with all *appropriate information editable.

1.6   Post-Conditions

- If the use case was successful then the changes should go into effect immediately and the screen should revert back to the original screen of entry.
- If the use case was successful, then the ARMS/Web system will be notified of authorization changes.
- If the use case was unsuccessful then the system state will be unchanged.

1.7   Special Requirements

1.7.1   Requirements for Claim Type Authorizations (Insurance Users Only)

The following are a set of requirements surrounding the type of authorized amounts that are allowable based on the Claim Type associated with a rental. These restrictions **DO NOT APPLY** to reservations that are submitted with a Direct Billing Percentage of zero (0).

1.7.1.1   When the Claim Type selected is 'Insured', 'Theft', or 'Uninsured Motorist'

1.7.1.1.1   For insurance USERs, the reservation/rental must always include an Authorized Rate or both Policy Daily and Maximum Limits as defined by the renter's insurance policy. Zero (0) is an acceptable Policy Daily Limit.

1.7.1.1.2   For insurance USERs, the reservation/rental must include an Authorized Rate

or Policy Daily Limit if a Policy Maximum Limit is included. Zero (0) is an acceptable Policy Daily Limit.

1.7.1.2 When the Claim Type selected is 'Claimant' (Insurance Users Only)

1.7.1.2.1 The reservation/rental must always include an Authorized Rate.

1.7.1.2.2 The reservation/rental may not include a Policy Daily/Maximum Limits selection.

1.7.1.3 Requirements for editable fields based on reservation / ticket status

1.7.1.3.1 Depending on the status of the Customer File the USER may change the following fields:

Field Name (Depending on USER Segment)	Unassigned/ Unauthorized Reservation/Ticket	Assigned but Unauthorized Reservation or Ticket	Authorized Ticket
CLAIM NUMBER (Insurance & Fleet) PURCHASE ORDER NUMBER (Dealership) CORPORATE CLASS NUMBER (Corporate)	X	X	X
CLAIM TYPE (Insurance) BILL TYPE (Dealership)	X	X	X
VEHICLE CONDITION	X	X	X
DATE OF LOSS (Removed for corporate)	X	X	X
NSURED INFORMATION	X	X	X
RENTER INFORMATION	X		
DATE RENTAL IS NEEDED	X		
NUMBER OF AUTHORIZED DAYS	X	X	
DIRECT BILL PERCENT (Insurance Only)	X	X	X
POLICY LIMITS (Insurance and Corporate Only)	X	X	X
AUTHORIZED RATE	X	X	X

If the Customer File is an Unauthorized Reservation, the USER can Reject the Authorization Request, Send a Message, and/or Transfer (Assign) the file to a USER.

1.7.1.3.2 If the status of the Customer File is an open ticket the following rules apply:

Actions	Authorized Reservation	Unauthorized Reservation / Ticket	Authorized Open Ticket
Send Message	X	X	X
Extension			X
Terminate Rental			X
Cancel Authorization	X	X	
Transfer/Assign Adjuster	X	X	X
View Car Class	X	X	X

1.8 Extension Points

An extension point indicates a link between this use case and another use case. Extension points associated with the use case are indicated below. Clicking on the extension point will open the related use case.

1.8.1 *MA-04 Send A Message*

The Send Message will be used to allow the USER to capture messages and diary notes associated with extending a rental. The USER can elect to either have the message sent to the rental company responsible for the reservation/authorization, or (Depending on the USER segment if this option is available) to store the note in the ARMS/Web system without sending the message to rental company. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

1.8.2 *MA-07 Additional Charges*

The USER may choose to select the additional charges button that displays a page showing all the additional items at the branch with the branch charges displayed. The USER can select the items and enter in the authorized amounts.

1.8.3 *MA-16 Transfer Work*

The USER may choose to transfer an authorization to a different USER in his/her office or transfer the authorization to another USER in a different office.

1.8.4 *MA-08 View Car Class*

The USER may choose to view the car class. This button invokes the View Car Class use case.

1.8.5 *MA-17 Cancel Authorization*

The USER may choose to deny the authorization. When the USER selects the CANCEL button, it will invoke the Cancel Authorization use case to reject the authorization.

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2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Authorize Rental Detail *(see Figures E.10 (a) - (e)*

This screen will allow the USER to work the currently selected authorization request. The USER (Depending on the USER segment) may set the authorization amounts and policy coverage limits or may assign the request to another USER.

2.1.1 Screen Layout – Authorize Rental Detail – see Figures E.10(a) - (e)

(ARMS/Web 2.0)

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Figure E.10 (a)

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(Insurance User)

Welcome to the
Automated Rental Management System

create a
RESERVATION | find a
CUSTOMER | action items | completed actions | reports | my profile | help

Claims Office: 001   Handling for: Yourself

Authorize Direct Bill: for Hanks, Tom   Claim no. 765849322-001
CUSTOMER FILE

1 of 4 Action Items

Direct Bill Requested for: Claim Number: 765849322-001   Claim Type: Select a Claim Type

_____ days @ Compact/21.95   Note to Rental Company:
Policy Daily rate/ 20/500
Maximum dollars
Direct Bill%: 100

Vehicle Condition: Select a Condition

Date of Loss: January 1 2000

Date Rental January 1 2000
Needed:

Insured Name: Last: First:

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook

[Change or Add]
RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email:thanks@zefer.com
                              Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

● top of page

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Figure 6.10(b)

(Fleet User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | ACTION ITEMS | COMPLETED ACTIONS | REPORTS | MY PROFILE | help

Office: 001   Handling for: Yourself   TRANSFER CALL

Authorize Direct Bill: for Hanks, Tom   Claim no. 765849322-001
CUSTOMER FILE

1 of 4 Action Items

Direct Bill Requested for: Claim Number: 765849322-001   Claim Type: [Select a Claim Type ▼]

[____] days @ Compact/21.95 ▼ UPGRADE   Note to Rental Company:
Policy: Daily rate:
Maximum dollars: [20/500 ▼]

Protection Coverage: [_____ ▼]

Date of Loss: January ▼ 1 ▼ 2000 ▼ 📅▼

Date Rental Needed: January ▼ 1 ▼ 2000 ▼ 📅▼

Insured Name: Last: [_____]   First: [_____]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   APPROVE PENDING DECLINE

[Change or Add]
RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email:thanks@zefer.com
                                    Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

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Figure E.10 (c)

(Dealership User)

Welcome to the
Automated Rental Management System

create a
RESERVATION | find a
CUSTOMER | action items | completed actions | reports | my profile | help

Office: 001   Handling for: Yourself   [CUSTOMER FILE]

Authorize Direct Bill: for Hanks, Tom   Purchase Order No. 765849322-001
CUSTOMER FILE

1 of 4 Action Items

Direct Bill Requested for: Purchase Order No.: 765849322-001   Bill Type: [   ]

____ days @ Compact/21.95 [▾] [NEW CAR]   Note to Rental Company:
[   ]

Date of Loss: January [▾] 1 [▾] 2000 [▾] [GO]

Date Rental Needed: January [▾] 1 [▾] 2000 [▾] [GO]

Insured Name: Last: [   ]   First: [   ]

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook   [CANCEL] [REGISTER] [SAVE]

[Change or Add]
RENTER INFORMATION:
Hanks, Tom   Home: (773)564-6054
1735 N. Paulina St.   Work: (773)395-6200
Chicago, IL 60622   Email:thanks@zefer.com
                                    Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

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Figure E.10 (d)

(Corporate User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Office: 001   Handling for: Yourself

Authorize Direct Bill: for Hanks, Tom Corporate Class No. 765849322-001
CUSTOMER FILE

1 of 4 Action Items

Direct Bill Requested for: Corporate Class No.: 765849322-001

_____ days @ Compact/21.95 ▼   APPLY CLASS

Note to Rental Company:

Date Rental Needed: January ▼ 1 ▼ 2000 ▼ GO

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to Notebook

[Change or Add]

RENTER INFORMATION:
Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:
Direct Bill request for Hanks, Tom 4/23/00

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Figure 5.10 (c)

2.1.2   Authorize Rental Detail

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Handling For:	List Box	30	Handling for USER's Name	First Name + Last Nmae	
Note to :	Input	0	Message	NOTE	
Notebook	Output	50	Message	NOTE	
	Output	8	Message Creation Date	Add Date	
Message	Output	50	Message Text	NOTE	
	Output	10	Notebook creation date	Add Date	
Claim no Corporate Class no Purchase Order no	Output	30	Claim Number Corporate Class Number Purchase Order Number	Insurance Claim Number	• Claim number is for an insurance USER • Corporate Class number is for a corporate USER • Purchase order number is for a dealership USER
- Claim Number: - Corporate Class Number - Purchase Order Number	Input	11	Claim Number Corporate Class Number Purchase Order Number	Insurance Claim Number	• Claim number is for an insurance USER • Corporate Class number is for a corporate USER • Purchase order number is for a dealership USER
____ days @	Input	4	Number of Days Authorized	Number Of Days Authorized	
Direct Bill %:	Input	6	Percent Covered	Bill To %	Only visible to insurance USER
Policy: Daily rate/Maximum dollars:	List Box	5	Policy Maximum and Daily Rates	Dollars Per Day Covered	Only visible to insurance and fleet USERs.
Policy: Daily rate/Maximum dollars:	List Box	5	Policy Maximum and Daily Rates	Max $ Covered	Only visible to insurance and fleet USERs.
	Output	30	Rental Location Branch Name	Rental Location	
Date Rental Needed:	List Box	10	Rental Start Date	Start Date	
days @	List Box	6	Vehicle Rate	Vehicle Rate	
Insured Name:	Input	30	Insured's Name	First Name + Last Name	
Insured Name:	Output	20	Insured's Name	First Name + Last Name	
	Output	30	Rental Location Address	Address Line + Address Line2	
	Output	25	Rental Location City Name	City	
	Output	10	Rental Location Postal / Zip Code	Zip Code	
	Output	3	Rental Location State / Province Code	State	
	Output	13	Rental Location Telephone Number	Telephone Number	
Date of Loss:	List Box	10	Date of Loss	Date Of Loss	Remove for corporate USERs
Date of Loss	Output	10	Date of Loss	Date Of Loss	Remove for corporate USERs
	Output	30	Renter's Address Line	Address Line	
Renter's Address	Output	20	Renter's City	City	
	Output	3	Renter's State /Province Code	State	

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
	Output	15	Renter's Zip/Postal Code	Zip Code	
Home Phone:	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	This field is input if the ticket is not opened. It will not be editable if the ticket is open.
Authoriz Direct Bill: for	Output	30	Renter's Name	First Name + Last Name	N/A.
Renter:	Output	30	Renter's Name	First Name + Last Name	N/A.
	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	
Owner's Vehicle	Output	20	Vehicle Year, Make and Model	Renter Vehicle Year + Renter Make/Model	
	Output	15	Repair Facility City	City	
Repair Facility	Output	20	Repair Facility Name	Repair Facility Name	
	Output	3	Repair Facility State	State	
	Output	10	Repair Facility Telephone Number	Telephone Number	
	Output	7	Repair Facility Zip Code	Zip Code	
Claim Type:	List Box	15	Claim Type	claim type description	N/A.
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Vehicle Condition	List Box	20	Loss Type	loss type description	
Vehicle Condition	Output	20	Type of Loss	loss type description	
	Input	20	Renter's Email	renter email	

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Skip

When clicked, the USER will be taken out of the use case without changing the current status of the request. Any changes made by clicking Change or Add and keying data in the bottom section will be saved.

2.1.3.2 Process

When clicked, the system will validate the input and accept the changes made to the customer file. The ARMS/Web database will be updated. The use case will then end and the USER will return to the process from which they came.

2.1.3.3 Notebook

When clicked, the USER will be taken to the Note Book section at the bottom of the screen to view all messages for this rental.

2.1.3.4 Set Last Date

When clicked, the system will terminate the rental. The USER will be prompted to enter a termination date for this rental. This coincides with the use case MA-17-Terminate Rental.

2.1.3.5 Transfer File

When clicked, the USER will be taken to the Transfer File screen. This screen allows the USER to change the office or USER currently assigned to the customer file. The required information in the Extend Rental/Customer File will be passed to the Transfer File screen. Upon completion of the transfer, the USER will then be returned to the next action item or the profiled start page, depending on the screen from which the USER began.

2.1.3.6 Change or Add

When clicked, the system will refresh the current screen and make all editable fields in the bottom section (outside the gray box area) input capable. The changes on the top of the screen will not be lost.

2.1.3.7 Top of page

When clicked, the USER will be taken to the top of the current page.

2.1.3.8 View Car Class

When clicked, the USER will be taken to the View Car Class Use Case. No changes will be lost. Once the USER is finished with this use case, the USER will return to the Extend Rental Use Case.

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Enterprise Rent-A-Car

ARMS Web 3.0
Functional Design Specification
Create Reservation

Version 1.4

Last Saved: 9/22/00 10:35 PM

Revision History

Date	Issue	Description	Author
2000-03-03	0.1	Initial Draft of this Functional Design Specification published	Russ Dittmar, Brent Armbruster, Anil Kabra, Sean O'Donnell, Brad Reel
2000-03-07	0.2	Modifications made to document structure	Sean O'Donnell
2000-03-13	0.3	Draft published to design team for review and comment	Sean O'Donnell, Rick Fowler, Brent Armbruster
2000-03-14	0.4	Draft published to QA design team for review and comment	Sean O'Donnell
2000-03-30	0.5	Comments of design team incorporated into the document.	Sean O'Donnell
2000-05-08	0.6	Initial management review comments and additional improvements included into the Create Reservation specification.	Sean O'Donnell
2000-05-19	0.7	Incorporated comments from the Iteration 2 cross-team QA process into the specification.	Sean O'Donnell
2000-05-24	0.8	Modified validation rule for Canadian Postal Code.	Sean O'Donnell
2000-05-30	0.9	Added Data Fields from DATA_FIELDS database	Cindy Bastean
2000-06-05	1.0	Version 1 of the Functional Design Specification published.	Sean O'Donnell
2000-07-12	1.1	Changes made based on feedback provided by management reviewers. Additional changes to screen design made based on Zefer prototype deliverables.	Sean O'Donnell
2000-08-15	1.2	Changes made based on feedback provided by management reviewers. Additional changes to screen design made based on Zefer prototype deliverables.	Sean O'Donnell
2000-09-11	1.3	Changes made based on feedback provided by testing team and the corresponding Defect Report. Additional changes to screen design made based on Zefer prototype deliverables.	Michael Slater
2000-09-22	1.4	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Michael Slater, Aaron Foster, Tim Weinstock

Table of Contents

Create Reservation

1.   Create Reservation Use Case

1.1   Application Overview

The following is a document used to illustrate the process for creating a reservation using ARMS Web 3.0. The intent for this release of the ARMS Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2   Brief Description

This use case describes how a USER would create a rental reservation in the ARMS Web system. When creating a reservation, the USER is also creating an authorization for payment. The USER may also submit a reservation without authorizing payment.

1.3   Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to create an authorized reservation. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the rental administrator would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **ARMS** – The ARMS system will receive/send transactions to ARMS Web to create and confirm the reservation.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4   Pre-Conditions

- The USER must be signed in to the ARMS Web system.
- The USER must have the authority to create a reservation.

1.5   Flow of Events

The Flow of Events includes all steps necessary to create a reservation using the ARMS Web system.

1.5.1   Activity Diagram   – see Figure E.11

Create Reservation Activity Diagram
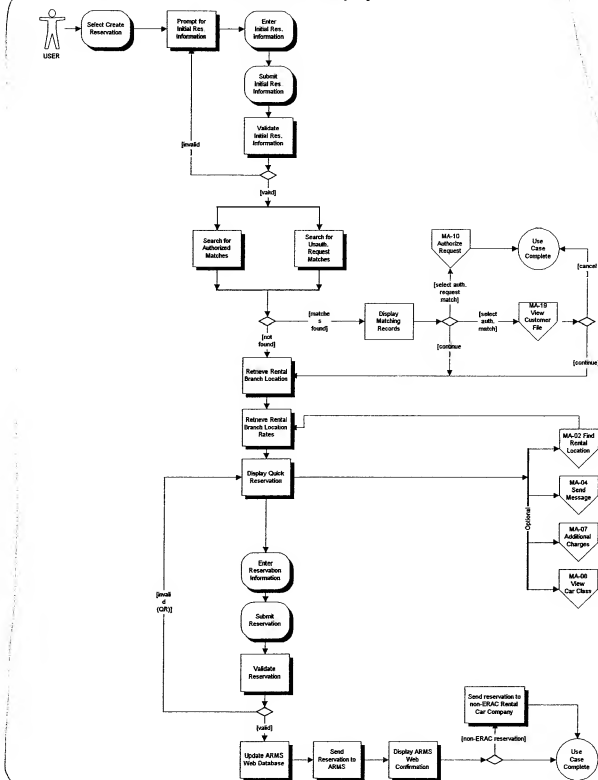
→ Move to sep. fig.

Figure E.11

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1.5.2   Basic Flow

The **Basic** Flow of the Create Reservation use case includes all of the required steps for a new reservation to be created in the ARMS Web system. Shadowed boxes in the Activity Diagram indicate the **Basic Flow**.

1. The USER selects to create a reservation from the top navigation menu.

2. The system prompts the USER to enter initial information about the renter (Depending on the user segment):

    - Corporate Class Number or Claim Number (The use case will refer to this as 'Reference Number')
    - Bill Type
    - Renter First Name
    - Renter Last Name
    - Rental Company
    - Telephone Number or Postal Code where the renter would like to be picked up

3. The USER enters initial information about the renter.

4. The USER submits the initial reservation information to the system.

5. The system will validate the initial information entered by the USER[1].

6. The system will perform a search for previous authorizations that may correlate directly to the rental reservation that the USER is beginning to establish. The system will search for two key types of records:

    - **Unauthorized Request Matches**

      An Unauthorized Request is defined as a rental Authorization Request that is generated when The Rental Company creates a reservation or contract for the customer that has not been approved. This search helps to prevent the USER from creating a new reservation for a customer that has an outstanding Unauthorized Request in the ARMS system. The Unauthorized Request search is completed using the first three characters of the *Renter Last Name* and is limited to unauthorized requests (requests in unassigned or direct bill request statuses) for the selected *Office*. If matches are found, the Unauthorized Request/Authorized Request Search Matches **Alternative Flow** will be invoked.

    - **Authorized Matches**

      Reference numbers that have already been associated with a rental reservation or contract (i.e., Authorized Rentals) should be brought to the attention of the USER to help prevent over-authorization situations. The system will search for an exact corporate class number match on any reservation or ticket (open or closed) related to the company in the last six months. This search will be completed using the exact *Reference Number* on all authorized requests (requests in any status other than unassigned or direct bill request).

    If no matching records are found, the **Basic Flow** continues.

7. The system will retrieve a rental branch location where the rental is needed based on the Telephone Number or Postal Code entered by the USER. If no location is found, a message should be generated notifying the USER that no location was available for the search criteria and that Claims Connection will handle the reservation (include the search criteria in message).

---

[1] See section 1.5.3.1 Initial Reservation Information Invalid in **Alternative Flows** on page 4 for validation rules.

8. The system will retrieve the current applicable rates for that rental branch location. If no rental branch location is available, the system will display an open text box to allow the USER to type in a rate.

9. The system will display the Quick Reservations screen.

10. The USER will enter the reservation information.

11. The USER submits the reservation to the system.

12. The system will validate the reservation information submitted by the USER[2].

13. The system updates the database.

14. The system sends the reservation to ARMS.

15. The system will display the reservation confirmation to the USER. The reservation confirmation will not include a confirmation number, but will incorporate a message that The Rental Company has received the reservation.

16. If the reservation is a non-Enterprise reservation, than the transaction is electronically transmitted to the intended rental car company's rental system.

17. This ends this use case.

1.5.3   Alternative Flows

The **Alternative Flows** of this use case can occur when certain conditions exist or specific USER feedback is provided.

1.5.3.1   Initial Reservation Information Invalid

If the initial reservation information is invalid (Step 5 of the **Basic Flow**), the system should present an error message to the USER and force the USER back into Step 2 of the **Basic Flow**.

1.5.3.1.1 It will be considered invalid if the Reference Number, Renter First Name, Renter Last Name, Rental Company, or Where Needed Value (Postal Code or Telephone Number) have not been included.

1.5.3.1.2 It will be considered invalid if the 'where needed' search criteria is a U.S. or Canadian telephone number and the first three digits (i.e., area code) meet the criteria below:

- 0XX
- 1XX
- The second and third digits equal (e.g., 800, 877, 888, etc.)

Where X equals any digit 0 through 9.

1.5.3.1.3 It will be considered invalid if the 'where needed' search criteria is a U.S. or Canadian telephone number that does not consist of 10 digits.

1.5.3.1.4 It will be considered invalid if the 'where needed' search criteria is a U.S. postal code that does not consist of 5 or 9 digits.

---

[2] See section 1.5.3.3 Reservation Information Invalid in **Alternative Flows** on page 5 for validation rules.

1.5.3.1.5 It will be considered invalid if the 'where needed' search criteria is a Canadian postal code that does not consist of 6 alphanumeric characters in the format AXAXAX where A is an alpha character and X is a digit between 0 and 9.

1.5.3.2 Unauthorized Request/Authorized Request Search Matches

If either the search for Unauthorized Requests or the search for Authorized Request matches returns a positive result (Step 6 of the **Basic Flow**), the matching records will be presented to the USER. The matching records should be provided in summary form, and be distinctly identified as either Authorized Request matches or potential Unauthorized Request matches.

- For Authorized Request matches, the USER will have the ability to select the Authorized Request and move into the **MA-19 View Customer File** use case to view the details of the previously authorized rental. The USER will have the option of continuing or canceling this use case from the **MA-19 View Customer File** use case.

- For Unauthorized Request matches, the USER will have the ability to select the Unauthorized Request and move into the **MA-10 Authorize Request** use case to review and/or perform operations on the Unauthorized Request.

If the customer does not appear as an Unauthorized Request or Corporate Class Number match, the USER can select to continue to Step 7 of the **Basic Flow**.

1.5.3.3 Reservation Information Invalid

If an error is discovered in the validation of the reservation information submitted by the USER (Step 12 of the **Basic Flow**), the system will present the USER with an error message and return them to Step 9 of the **Basic Flow** (NOTE: If the USER submitted information from the Detailed Reservation screen, they should be returned to the **Display Detailed Reservation Alternative Flow** above). If the error is specific to a data field within the form, the field should be highlighted and the error described.

1.5.3.3.1 It will be considered invalid if the Reference Number, Renter First Name, Renter Last Name, Vehicle Condition, Rental Location, Authorized Number of Days, and at least one Renter Telephone number have not been included.

1.5.3.3.2 It will be considered invalid if the customer has established Reference Number editing and the Reference Number format does not meet the requirements of the customer's Reference Number definition. Reference Number definition is completed as part of the company profile[3].

1.5.3.3.3 It will be considered invalid if any field identified as REQUIRED in the company/office profile is not included.

1.5.3.3.4 It will be considered invalid if any data entered violates the data type as specified by the ARMS Web database (i.e., alpha characters in a numeric field).

1.5.3.3.5 A warning will be presented to the USER if any defined limits identified in the company/office/user profile are exceeded (e.g., Maximum Number of Days Authorized). The system will allow the USER to submit the authorization from the warning.

---

[3] Claim Number format definition will be defined in some cases in both the ARMS Web system and in the ARMS/400 system (e.g., Nationwide, GEICO). Claim number definition will have to be maintained in BOTH systems in cases where this overlap exists. We are unable to reuse the claim number format definitions due to technical complications.

1.5.3.3.6 It will be considered invalid if the Authorized Number of Days is included and is less than zero (0).

1.5.3.3.7 It will be considered invalid if the Date of Loss is greater than the current date.

1.5.3.3.8 It will be considered invalid if the first three digits (i.e., area code) of any U.S. or Canadian telephone number meet the criteria below:

- 0XX
- 1XX
- The second and third digits equal (e.g., 800, 877, 888, etc.)

Where X equals any digit 0 through 9.

1.5.3.3.9 It will be considered invalid if a U.S. or Canadian telephone number does not consist of 10 digits.

1.5.3.3.10 It will be considered invalid if a U.S. postal code does not consist of 5 or 9 digits.

1.5.3.3.11 It will be considered invalid if a Canadian postal code does not consist of 6 alphanumeric characters in the format AXAXAX where A is an alpha character and X is a digit between 0 and 9.

1.5.3.3.12 It will be considered invalid if an E-mail address is included that does not include an '@' character.

1.5.3.4 Cancel Use Case

The USER should be capable of canceling the use case at any point prior to the submission of the reservation to the ARMS Web database. The USER should be returned to the previous activity/page that the USER was on prior to entering this use case.

1.6 Post-Conditions

- If successful, a reservation authorization is sent to ARMS.
- If unsuccessful, the system state will be unchanged.

1.7 Special Requirements

1.7.1 Requirements for Reference Number Formatting

The following statements are a set of requirements for providing custom reference number formatting for a customer. The ARMS Web system will allow customer companies to define a specific layout or format that they use as their standard reference number format, so that the reference number field used in the system is presented as separate fields and are easily recognizable and 'intuitive' to the USER. These requirements will be implemented to all system functions where the customer reference number is used.

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1.7.1.1 *Customers must have the ability to define their reference number format (and in some cases, validations on specific portions of the reference number format) as part of the company profile. More than one reference number format can be stored per company, and each reference number format definition must have a unique identifier/name. The selection of which reference number format to use should be defined as part of the office profile using the reference number format unique identifier/name.*

1.7.1.2 *Reference numbers will be defined in 'segments'. Each segment will be presented to the USER as a separate field. For example, if the reference number format for the COMPANY were 45-A7456-1207, the reference number format would be defined to the system as a 2-character numeric field, a 5-character alphanumeric field, and a 4-character numeric field.*

1.7.1.3 *Customers must have the ability to define a set of 'valid values' for any given segment of the reference number format. Valid Values allow the customer to dictate what the valid entries for a given reference number segment would include. For example, if the second segment in the customer's reference number format must be a state abbreviation, the customer could define valid values for that segment as 'AL', 'AR', 'AK', etc. If the USER does not enter one of the valid values, an error would be generated to notify the USER to enter a 'valid' value. If no valid values are included for a reference number segment, all entry in to the field will be considered valid (assuming that the data type is correct). If valid values are specified, entry into the reference number segment MUST MATCH ONE OF THE VALID VALUES IDENTIFIED.*

1.7.1.4 *The system will display the reference number field(s) as it is described by the reference number format definition for the office.*

1.7.2 *Requirements for Finding Rental Location*

Below are the requirements for finding a rental location, across multiple rental car companies, in the ARMS Web system. ARMS Web will resolve a rental location and pass the location to ARMS for routing (which is a deviation from current state handling). These requirements were derived from the current state business requirements for the ARMS locator system.

1.7.2.1 *ARMS Web will always return a Rental Company's branch location for a reservation. For all ARMS Web reservations, the following rules for finding a rental location apply:*

1.7.2.1.1 For United States locations, the locator will search a 50-mile radius around the renter's phone number or postal code for the closest branch that accepts ARMS reservations.

1.7.2.1.2 For International locations, the locator will search a 50-mile radius around the renter's phone number or postal code for the closest open branch that accepts ARMS reservations. If no open branches are found, the closest branch that accepts ARMS reservations should be returned.

1.7.2.2 When the rental branch location is determined, the system will retrieve the name, shipping address, telephone number and rates of the rental branch location and present them to the USER on the Create Reservation screen(s).

1.7.2.3 The system will only display Claims Connection (7680) as the location (with no rates) when no location can be found within the 50-mile radius. If Claims Connection is displayed, a message should be included to indicate that no rental branch location was found within a 50-mile radius of the search criteria, and Claims Connection will ensure that the reservation will be handled appropriately.

1.7.3 Requirements for Routing a Reservation

When a reservation is submitted to the ARMS Web system, routing of the reservation is required to ensure that the renter is called within two hours to confirm rental details. **Routing is done AFTER the reservation has been submitted to the ARMS Web system, and is transparent to the USER.** The reservation can be routed to the selected rental branch, to Claims Connection, or to a regional call center based on the following rules:

NOTE: These requirements were derived from the current state business requirements for the ARMS locator system.

1.7.3.1 The system should automatically route submitted reservations to Claims Connection between Friday 11:00pm and Sunday 11:00pm, regardless of whether the selected rental branch location is open or not.

1.7.3.2 The system should determine if the selected rental branch location on a submitted reservation is open or closed.

1.7.3.2.1 If the selected branch is open, the submitted reservation should be routed directly to the rental branch location (except in cases where a regional call center exists, see 1.7.3.3 below).

1.7.3.2.2 If the selected rental branch location is closed, the system will determine if the company that submitted the reservation has established after-hours handling of reservations. If the company has not established after-hours handling, the reservation is routed to the selected rental branch location (except in cases where a regional call center exists, see 1.7.3.3 below). If the company has established after-hours handling, the following rules apply:

1. The system will check the hours of availability for Claims Connection. Claims Connection Hours are 5:00 a.m. - 11:00 p.m. CST, 7 days a week[4].

   a. If Claims Connection is open, the reservation will be routed to Claims Connection. (The insurance company customer, National Marketing and the Claims Connection Manager will determine whether or not Claims Connection makes a courtesy call to the renter).

   b. If Claims Connection is closed, the closest branch hours are checked to see if they will be open within 8 hours. If the branch will be open in 8 hours, the reservation will be routed to the rental branch location (except in cases where a regional call center exists, see 1.7.3.3 below). If the branch will not be open in the next 8 hours, the reservation will be routed to Claims Connection.

1.7.3.3 The system should determine if the selected rental branch location on a submitted reservation

---

[4] Although we receive reservations 24 hours/day, 7 days/week, we do not route them between 11:45pm and 4:30am (CST). The only exception to this is Saturday night to Sunday.

has a regional call center.

1.7.3.3.1 If the selected rental branch location has a call center to handle customer callbacks, the reservation should be routed to the call center.

1.7.3.3.2 If the selected rental branch location does not have a call center to handle customer callbacks, the reservation should be routed to the rental branch location.

1.7.3.4 The system should provide specific feedback indicating the reason a reservation was re-routed when the Authorization Confirmation is received. This will allow the USER to be aware of the reason for the change of location if they access the reservation while it is owned by someone other than the rental branch location selected when the reservation was originally submitted.

1.7.3.4.1 If the reservation is re-routed to Claims Connection because the selected rental branch location was closed, the system should provide a message (that will be accessible through the diary notes/notebook) that states the reservation was routed to Claims Connection because the rental branch location was closed when the reservation was submitted.

1.7.3.4.2 If the reservation is re-routed to a regional call center to expedite the callback process, the system should provide a message (that will be accessible through the diary notes/notebook) that states the reservation was routed to a regional call center to expedite the renter callback process.

1.7.3.5 The system should include a message/note with the group/branch number and address of the rental branch location selected by the USER if the reservation is routed to any location (i.e., Claims Connection or otherwise) other than the rental branch location selected by the USER.

1.7.4   Maintenance of Source Systems

This use case requires that information in the existing Locator and Special Instructions (AS/400) databases be kept current and it is assumed that the group responsible for maintaining these databases will continue to do so in the future. Locator is used to retrieve Rental Branch Location information, and Special Instructions is used to retrieve rate information for a selected rental branch location.

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1.8   Extension Points

An extension point indicates a link between this use case and another use case. Extension points associated with the use case are indicated below.

1.8.1   MA-10 – Authorize Request

The Authorize Request use case will be used to allow the USER to view and perform operations on an outstanding Unauthorized Request. The USER will <u>not</u> be returned to this use case on completion of the **Authorize Request** use case.

1.8.2   MA-19 – View Customer File

The View Customer File use case will be used to allow the USER to view the customer file when a matching authorized request is found and selected. The USER will have the option of ending the use case or be returned to Step 9 of the **Basic Flow** on completion of the View Customer File use case.

1.8.3   MA-02– Find Rental Location

The Find Rental Location use case will be used to allow the user to find one or more alternate rental branch locations that can provide service to the customer. The USER should be returned to Step 9 of the **Basic Flow** upon completion of the Find Rental Location use case. If the USER selects a rental branch location, branch information (i.e., address, phone) should be returned and the appropriate fields should be populated on the Reservation screen.

1.8.4   MA-04-Send Message

The Send Message use case will allow the USER to send a message to the Rental Company branch regarding the reservation, or select to store the message text with the reservation as a diary note (which is not sent to the branch). The USER should be returned to Step 9 of the **Basic Flow** upon completion of the Send Message use case.

1.8.5   MA-07-Additional Charges

The Additional Charges use case will be used to add special charges to the reservation being created by the USER . The USER should be returned to Step 9 of the **Basic Flow** upon completion of the Additional Charges use case. Any Additional Charges captured should be returned and applied to the reservation. The existence of Additional Charges should be reflected on the reservation screen.

1.8.6   MA-08-View Car Classes

The View Car Classes use case will be used to allow the USER to view details about and select a car class to apply to a reservation. Details will include the average number of passengers and luggage items that can be served by a vehicle in the specific car class. The USER should be returned to Step 9 of the **Basic Flow** upon completion of the View Car Classes use case. The car class selected by the USER should be applied to the reservation.

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Initial Reservation Screen

The *Initial Reservation* screen provides the user interface and functions to support Steps 2 through 4 of the **Basic Flow**. The information captured on this screen will allow the system to perform several background search activities, and help to better construct the Quick/Detailed Reservation screen.   All information captured on the *Initial Reservation* screen is required to create a new reservation, and is reused later in the reservation creation process. *(a)-(e)*

2.1.1 Screen Layout — *see figures E.12 (a)-(e)*
(ARMS Web 2.0)

Figure E.12 (a)

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(Insurance User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help

Claims Office: 001 ⯆   Handling for: Yourself ⯆

last name:
first name:
claim number:
claim type: please choose ⯆
rental company: please choose ⯆
where host code where car is located
● Phone
● Fleet code

Welcome back, Fitzgerald, Neil.
Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "**DATE RECEIVED**")

DATE RECEIVED	RENTER'S NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
04-23-00	Hanks, Tom	234599671	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754599677	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754599677	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235455871	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

Contact Us | Terms & Conditions | Log Off

Figure E.12(b)

→ Move to sep. figures

(Fleet User)

Welcome to the
Automated Rental Management System

create a RESERVATION | find a CUSTOMER

Office: 001 ⯆   Handling for: Yourself ⯆

last name:
first name:
claim number:
claim type: please choose ⯆
rental company: please choose ⯆
where host code where car is located
● Phone
● Fleet Code

Welcome back, Fitzgerald, Neil.
Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "**DATE RECEIVED**")

DATE RECEIVED	RENTER'S NAME	CLAIM NUMBER	RENTAL COMPANY	ADMIN'S PHONE
04-23-00	Hanks, Tom	234599671	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754599677	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754599677	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235455871	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

Contact Us | Terms & Conditions | Log Off

Figure E.12(c)

(Dealership User)

Figure 6.12(d)

→ Mov
to
sep.
figures

(Corporate User)

Figure 6.12(e)

2.1.2   Screen Field Definition

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Renter First Name	Text	15	Renter First Name	First Name	Renter First Name is a required field.
Renter Last Name	Text	20	Renter Last Name	Last Name	Renter Last Name is a required field.
Claim Number Purchase Order Number Corporate Class Number	Text	30	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	'Reference' Number is a required field.

'Reference' number should be presented in separate fields to correspond to the reference number format (segments) that has been defined by the USER profile.

Insurance User – Claim Number
Fleet User – Claim Number
Dealership User – Purchase Order Number
Corporate User – Corporate Class Number |
| Claim Type Bill Type | Combo Box | 20 | Rental Type Description | Rental type description | The values of the Rental Type field for the Insurance user class are: 'Insured', 'Claimant', 'Theft' and 'Uninsured'. The default value is '-Select Claim Type-'.

Claim Type is a required field. |
| | Text | 15 | Where Needed Value | Day Phone or Zip Code | Where Needed Value is a required field. |
| Postal Code | Radio Button | 1 | Where Needed Postal Code Indicator | NOT STORED | If the Where Needed Postal Code Indicator is set, the Where Needed Value should pre-populate the Renter Zip/Postal Code on the Quick/Detailed Reservation screen. |
| Phone | Radio Button | 1 | Where Needed Telephone Indicator | NOT STORED | This should be the default radio button selected.

If the Where Needed Telephone Indicator is set, the Where Needed Value should pre-populate the Renter Phone Number 1 on the Quick/Detailed Reservation screen. |

2.1.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1   Create Reservation

The **Create Reservation** screen function will allow the USER to submit the information on the *Initial Reservation* screen and move on in the create reservation process. The system will use this information to perform background searches for Unauthorized Requests and Corporate Class Number Matches, and to build the Quick/Detailed Reservation screen appropriately.

2.1.3.1.1 The **Create Reservation** screen function is invoked through either a button click or an **Enter** keystroke.

2.1.3.1.2 The information captured on the *Initial Reservation* screen will be used to pre-populate the

corresponding fields on the Quick/Detailed Reservation screen.

2.1.3.1.3 If the information submitted to the ARMS Web application is invalid or incomplete, this screen function should prompt the USER with an error. The error should be specific as to the cause of the failure. All information previously entered should remain populated in each field, with the problem field highlighted or otherwise identified.

2.2 Authorization Matches Found Screen

The *Authorization Matches Found* screen provides the functions to support the **Unauthorized Request/Authorized Request Search Matches** alternative flow.

see figure E.1 3(a)-(e)

2.2.1 Screen Layout (ARMS Web 2.0)

Figure E.13 (a)

→ More to seq. figs.

(Insurance User)

Welcome to the Automated Rental Management System

Claims Office   001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it

Matches Found: You requested a reservation for: Hanks, Tom
Claim Number: 765849322   Claim Type: Claimant

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	04/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	04/18/2000	$256.95	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25 >>

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	04/23/2000	Enterprise Rent-A-Car
880254321	Jones, Bob	Open (customer in car)	04/18/2000	HLE Rent-A-Car
880254321	Hanks, Sophia	Open (customer in car)	04/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25 >>

○ top of page

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Figure E.13(b)

→ See sep. figure

(Fleet User)

Welcome to the Automated Rental Management System

Office   001   Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it

Matches Found: You requested a reservation for: Hanks, Tom
Claim Number: 765849322   Claim Type: Claimant

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	04/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	04/18/2000	$256.95	HLE Rent-A-Car

25 items in the list   Matches 1-25 of 325   View next 25 >>

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	04/23/2000	Enterprise Rent-A-Car
880254321	Jones, Bob	Open (customer in car)	04/18/2000	HLE Rent-A-Car
880254321	Hanks, Sophia	Open (customer in car)	04/16/2000	Car Temps

25 items in the list   Matches 1-25 of 325   View next 25 >>

○ top of page

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Figure E.13(c)

(Dealership User)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER

Office: 001   Handling for: **Yourself**

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: **You requested a reservation for:** Hanks, Tom
Purchase Order Number: 765849322   **Bill Type:** Claimant

AUTHORIZED

Purchase Order No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	04/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	04/18/2000	$266.95	HLE Rent-A-Car
25 items in the list					

Matches 1-25 of 325   View next 25 >>

UNAUTHORIZED

Purchase Order No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	04/23/2000	Enterprise Rent-A-Car
890254213	Jones, Bob	Open (customer in car)	04/18/2000	HLE Rent-A-Car
890254321	Hanks, Sophia	Open (customer in car)	04/10/2000	Car Temps
25 items in the list				

Matches 1-25 of 325   View next 25 >>

○ top of page

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Figure E.13(d)

→ More to sep. (type

(Corporate User)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER

Office: 001   Handling for: **Yourself**

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: **You requested a reservation for:** Hanks, Tom
Corporate Class Number: 765849322

AUTHORIZED

Corporate Class No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	04/23/2000	$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	04/18/2000	$266.95	HLE Rent-A-Car
25 items in the list					

Matches 1-25 of 325   View next 25 >>

UNAUTHORIZED

Corporate Class No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	04/23/2000	Enterprise Rent-A-Car
890254213	Jones, Bob	Open (customer in car)	04/18/2000	HLE Rent-A-Car
890254321	Hanks, Sophia	Open (customer in car)	04/10/2000	Car Temps
25 items in the list				

Matches 1-25 of 325   View next 25 >>

○ top of page

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Figure E.13(e)

2.2.2   Screen Field Definition

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Handling for:	Output	35	User Name	First Name + Last Name	Should be presented as User First Name + User Last Name
Office	Combo Box	10	Office Location	external organization abbreviated name	The values presented in the Office Location list should be limited to the offices that the user has been granted the authority to create a reservation. The default selection is the last selected office location. If the user has not selected an office, the default selection is the user's default office as defined in the user profile. Office is a required field
Renter Name	Output	35	Renter Name	First Name + Last Name	Should be presented as 'Renter Last Name + "," + Renter First Name' Should provide a hyperlink to the corresponding Authorize Request record (see MA-10 Authorize Request use case). This field is in the "Unauthorized Request Matches" section of the "Authorization Matches Found" screen
Claim Number Purchase Order Number Corporate Class Number	Output	30	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	Should provide a hyperlink to the corresponding Unauthorized Request record. This field is in the "Unauthorized Request Matches" section of the "Authorization Matches Found" screen Insurance User – Claim Number Fleet User – Claim Number Dealership User – Purchase Order Number Corporate User – Corporate Class Number
Status	Output	15	Authorization Status	Status Description	This field is in the "Unauthorized Request Matches" section of the "Authorization Matches Found" screen

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Renter Name	Output	20	Renter Name	First Name + Last Name	Should be presented as Renter Last Name + Renter First Name Should provide a hyperlink to the corresponding Customer File. This field is in the "Authorized Request Matches" section of the "Authorization Matches Found" screen
Claim Number Purchase Order Number Corporate Class Number	Output	30	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	Should provide a hyperlink to the corresponding Customer file. This field is in the "Reference Number Matches" section of the "Authorization Matches Found" screen Insurance User – Claim Number Fleet User – Claim Number Dealership User – Purchase Order Number Corporate User – Corporate Class Number
Claim Type Bill Type	Output	20	Rental Type Description	Rental type description	This field is in the "Reference Number Matches" section of the "Authorization Matches Found" screen Insurance User – Claim Type Fleet User – Claim Type Dealership User – Bill Type
Status	Output		Authorization Status	Status Description	This field is in the "Reference Number Matches" section of the "Authorization Matches Found" screen
Authorized Amount	Output	9	Authorized Total Amount	CALCULATED	This field is in the "Reference Number Matches" section of the "Authorization Matches Found" screen

2.2.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.2.3.1 New Reservation

The **New Reservation** screen function button will allow the USER to close/continue beyond the *Authorization Matches Founds* screen.

2.2.3.1.1 The **New Reservation** screen function is invoked through either a button click or through an **Enter** keystroke.

2.3 Quick Reservation Screen

The *Quick Reservation* screen provides support for Step 9 of the **Basic Flow**.

IMPORTANT NOTE: This is the minimum allowable set of fields on the *Quick Reservation* screen. The *Quick Reservation* screen will also include any fields indicated as QUICK RESERVATION in the company/office profile! See the Detail Reservation screen for all available fields.

2.3.1 Screen Layout

— see figures E.14(a) -(e)
(ARMS Web 2.0)

Figure E.14(a)

→ Move to top of figs.

(Insurance User)

Welcome to the
Automated Rental Management System

CREATE RESERVATION | FIND A CUSTOMER

Claims Office: 001 ☑   Handling for: Yourself ☑

Create Reservation:
QUICK FORM   for Coppola, Francis   Claim no.754589877

GEICO

* Denotes required field

RENTAL INFORMATION
* Authorized Days: [ ] Select a rate ☑
Policy: Daily rate/ [20/500 ☑]
Maximum dollars:
* Percent of Rental [100] %
Vehicle Condition: Driveable ☑

NOTEBOOK
Note to Rental Company:
[   ]

Note to Self Only:
[   ]

RENTER INFORMATION
* Last: [   ]   First: [   ]
Email: [   ] ☐ send email confirmation
Phone Numbers: Ext:
[   ] [   ] Home ☑ ○ Pick up location
[   ] [   ] Home ☑ ○ Pick up location

Location closest to: 773-395-6200
Enterprise Edgewater Branch
6400 N. Ashland
Chicago, IL 60622
773-334-6400
Pick different location
Change to a Favorite Location ☑

● top of page

ADDITIONAL INFORMATION
* Claim Number: [   ]
* Claim Type: Claimant ☑
Date of Loss: January ☑ 1 ☑ 2000 ☑
Date Rental Needed: January ☑ 1 ☑ 2000 ☑
Insured Name: [   ]
        Last   First
Additional Charges: None ADDITIONAL CHARGES

Repair Facility: [   ]
City: [   ]
State/Province: AB ☑ Post Code: [   ]
Phone: [   ]
Renter's Vehicle: [   ]
        year   make/model
Renter's Address: [   ]
Renter's City: [   ]
State/Province: AB ☑
Post Code: [   ] ○ Pick up location

● top of page

CANCEL   CONFIRM RESERVATION

Contact Us | Terms & Conditions | Log Off

Figure E.14(b)

↳ Move to sep. fig.

(Fleet User)

Welcome to the Automated Rental Management System

Enterprise

| create a RESERVATION | find a CUSTOMER | action items | completed actions | reports | my profile | help |

Office: 001   Handling for: Yourself

Create Reservation:
QUICK FORM for Coppola, Francis Claim no. 754589877   GEICO

* Denotes required field

RENTAL INFORMATION

Authorized Days: ___ at Select a rate   VIEW RATES

Policy: Daily rate/ Maximum dollars: 20/500

Protection Coverage: ___

NOTEBOOK:
Note to Rental Company:

RENTER INFORMATION

Last: ___   * First: ___

Email: ___   ☐ send email conformation

Phone Numbers: * ___ Ext. ___

___ Home ▼ ○ Pick up location

___ Home ▼ ○ Pick up location

Location closest to: 773.395.6200

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Pick different location:
Change to a Favorite Location ▼   ADD LOCATIONS

More do sep. figure

○ **top of page**

ADDITIONAL INFORMATION

* Claim Number: ___

* Claim Type: Claimant ▼

* Date of Lease: January ▼ 1 ▼ 2000 ▼

Date Rental Needed: January ▼ 1 ▼ 2000 ▼

Insured Name: ___ ___
              Last   First

Additional Charges: None ADDITIONAL CHARGES

Repair Facility: ___

City: ___

State/Province: AB ▼ Post Code ___

Phone: ___

Renter's Vehicle: ___   ___
                  year   make/model

Renter's Address: ___

Renter's City: ___

State/Province: AB ▼

Post Code: ___   ○ Pick up location

○ **top of page**   CANCEL CONFIRM RESERVATION

Figure E.14(i)

(Dealership User)

Welcome to the
Automated Rental Management System

Create a RESERVATION | **find a CUSTOMER** | Action Items | Completed actions

Office: 001 ▾   Handling for: Yourself ▾

Create Reservation:
QUICK FORM for Coppola, Francis Claim no.754589877   GEICO

* Denotes required field

RENTAL INFORMATION

* Authorized Days: [   ] at Select a rate ▾

Purchase Order Number: [   ]

Bill Type: [▾]

RENTER INFORMATION

* Last: [   ]   * First: [   ]

Email: [   ]   ☐ send email confirmation

Phone Numbers: Ext:

[   ] [   ] [Home ▾] ○ Pick up location
[   ] [   ] [Home ▾] ○ Pick up location

NOTEBOOK:

Note to Rental Company:
[   ]

Note to Self Only:
[   ]

Location closest to: 773-395 6200
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773 334-5400

Pick different location
[Change to a Favorite Location ▾]

CANCEL   CONFIRM RESERVATION

🔵 top of page

ADDITIONAL INFORMATION:

Date of Loss: [January ▾] [1 ▾] [2000 ▾] 📅

Date Rental Needed: [January ▾] [1 ▾] [2000 ▾] 📅

Insured Name: [   ]
            Last   First

Additional Charges: None ADD/REMOVE CHARGES

Repair Facility: [   ]

City: [   ]

State/Province: [AB ▾] Post Code: [   ]

Phone: [   ]

Renter's Vehicle: [   ]
                year   make/model

Renter's Address: [   ]

Renter's City: [   ]

State/Province: [AB ▾]

Post Code: [   ] ○ Pick up location

🔵 top of page

CANCEL   CONFIRM RESERVATION

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(handwritten: Move to sep. fig 5.)

Figure E.14(d)

(Corporate User)

Welcome to the
Automated Rental Management System

create a | **find a** | action items | completed actions | reports | my profile | help
RESERVATION | CUSTOMER

Office: 001   Handling for: Yourself

Create Reservation:
QUICK FORM for Coppola, Francis Claim no.754589877   GEICO

* Denotes required field

RENTAL INFORMATION:
    Authorized Days: at Select a rate   VIEW RATES

Corporate Class Number:

RENTER INFORMATION:
* Last   * First

Email   send email conformation
Phone Numbers Ext:
                    Home   Pick up location
                    Home   Pick up location

NOTEBOOK:
Note to Rental Company:

Note to Self Only:

Location closest to: 773-395-6200

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Pick different location:
Change to a Favorite Location   MORE LOCATIONS

CHANGE | CONFIRM RESERVATION

● top of page

ADDITIONAL INFORMATION:
Date Rental Needed January   1   2000   GO

Additional Charges: None   VIEW/ADD/CHARGES

● top of page   CANCEL | CONFIRM RESERVATION

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Figure E.14(c)

↳ More to
    CZP
    figure

2.3.2   Screen Field Definition

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
	Output	35	User Name	First Name + Last Name	Should be presented as 'User First Name + User Last Name
Office	Combo Box	10	Office Location	external organization identifier	The default value should be the primary office of the current user. The values presented in the Office Location list should be limited to the offices that the user has been granted the authority to create a reservation. If changed, the system should automatically refresh the screen and update the "Handling for" list to the users in the newly selected office with the ability to create a reservation
Handling for	Combo Box	35	Handling for	First Name + Last Name	The combo list should include the users for the selected office location that have the authority to create a reservation. The default value should be 'Yourself' The handling for users should be presented as User Last Name + User First Name in alphabetical order
Claim Number Purchase Order Number Corporate Class Number	Text Box	30	Claim Number Purchase Order Number Corporate Class Number	Insurance Claim Number, PO#, CC#	Should be populated by the Reference Number entered on the Initial Reservation screen. Reference number should be presented in separate fields to correspond to the claim number format (segments) that has been defined by the USER profile. If changed, the system should validate that no matching reference numbers exist (i.e., reference number matching). The user should be notified if a match exists. Reference Number is a required field. Insurance User – Claim Number Fleet User – Claim Number Dealership User – Purchase Order Number Corporate User – Corporate Class Number

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Claim Type Bill Type	Combo Box	20	Rental Type Description	Rental type description	Should be populated by the Rental Type selected on the Initial Reservation screen. The values of the Rental Type field for the Insurance user class are: 'Insured', 'Claimant', 'Theft', and 'Uninsured'. Claim Type is a required field
Vehicle Condition	Combo Box	20	Vehicle Condition	Driveable Flag + Repairable Flag	The values of the Vehicle Condition field should include: 'Driveable', 'Non-Driveable', and 'Total Loss'. The default value should be '-Select Vehicle Condition-'.
Renter First Name	Text	15	Renter First Name	First Name	Should be populated by the Renter First Name entered on the Initial Reservation screen. If the Renter First Name changes, and an exact / Unauthorized request match exists on the Renter First Name + Renter Last Name combination, the user will be notified of this match. Renter First Name is a required field.
Renter Last Name	Text	20	Renter Last Name	Last Name	Should be populated by the Renter Last Name entered on the Initial Reservation screen. If the Renter Last Name changes, and an exact Unauthorized request match exists on the Renter First Name + Renter Last Name combination, the user will be notified of this match. Renter Last Name is a required field.
	Combo Box	10	Renter Phone Type 1		The combo list should include the values: 'Home', 'Work', 'Mobile', and 'Pager' The default value should be '-Select Type'
	Text	15	Renter Phone Number 1	Day Phone	If the Where Needed criterion entered on the Initial Reservation or Find a Rental Location screen was 'Telephone', the Where Needed Value from the screen should be populated in this field. At least one renter phone number is required.
	Text	5	Renter Phone Extension 1	Renters Day Phone Extension	N/A

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Post Code	Text	10	Renter Postal Code	Zip Code	If the Where Needed criterion entered on the Initial Reservation or Find a Rental Location screen was 'Postal Code', the Where Needed Value from the screen should be populated in this field.
Email address	Text Box	50	email Address		N/A
Send email confirmation to the renter	Check Box	1	email Confirmation Indicator		This field will default to unchecked.
Authorized Days	Text	3	Authorized Number of Days	Number Of Days Authorized	The Number of Days is a required field.
Policy Limits	Combo Box	10	Policy Daily Limit and Policy Maximum	Dollars Per Day Covered + Max $ Covered	The combo list should include the policy daily and maximum limits as defined in the company/office profile. The policy limits should be presented as 'Policy Daily Limit + "/" + Policy Maximum Limit" This field should default to 'Select Policy Limits' if the Claim Type is 'Insured', 'Uninsured Motorist', or 'Theft'. **If the Claim Type is 'Claimant', this field should NOT be displayed.** 'Other' should be a selection in the list of options. If selected, the system will automatically replace the combo box with an open text box to allow the USER to type in a Daily Policy Limit, and a second open text box to allow the USER to type in a Maximum Policy Limit.

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Y:\APPS\ARMSWeb\Application\ARMSWEBV3\@dkb\Functional Specs\Mar01-Create Reservation\Functional Specs\MA-01-FDS-ARMSWeb3.0v1.4.doc

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
	Combo Box	20	Authorized Rate	Vehicle Rate	This field should be a combo box that lists all of the rates and car classes for the rental branch location in the format 'Rate + " " + Car Class' 'Other' should be a selection in the list of options. If selected, the system will automatically replace the combo box with an open text box to allow the USER to type in a rate. A combo box should also be included that allows the USER to select a car class with selections to include 'Economy', 'Compact', 'Intermediate', 'Stanard', and 'Full Size'. If the reservation is for an 'Insured', 'Uninsured', or 'Theft' Claim Type, the default selection for the field should be '-Policy Limits-' If the reservation is for an 'Claimant' Claim Type, the default selection for the field should be '-Select a rate-'.
Additional Charge	Output		Additional Charges		Should include the Additional Charge Description, the Additional Charge Value, and the Additional Charge Type. More than one additional charge can exist.
Direct Billing %	Text	3	Authorized Direct Bill Percent	Bill To %	The Direct Bill % should default to 100%. The Direct Bill % is a required field
Authorized Total Amount	Output	9	Authorized Total Amount	CALCULATED	The authorized total amount field should show the total amount (w/o taxes and gov't surcharges) authorized based on the Number of Days Authorized, Rate, Policy Limits, and Direct Bill percent entered by the user. This field will calculate the total amount to be authorized (based on entry) when the USER clicks the Calculate screen function.
Rental Location	Output	30	Rental Location Branch Name	Branch Name	N/A
	Output	30	Rental Location Address	Address Line	N/A
	Output	30	Rental Location Address	Address Line2	N/A
	Output	25	Rental Location City Name	City	N/A
	Output	10	Rental Location Postal / Zip Code	Zip Code	N/A

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
	Output	3	Rental Location State / Province Code	State	N/A
	Output	20	Rental Location Telephone Number	Telephone Number	N/A
Add the current location to my list of favorites	Check box	1	Add to Favorites Indicator	NOT STORED	Should default to false (unchecked). If checked, the system should add the current rental branch location to the favorites list in the user profile on the basis of the reservation. The branch location address will appear in the combo box on subsequent attempts until a description
Favorite Locations	Combo Box	30	Favorite Location	location name	The combo list should include the descriptions of each favorite location as identified in the user profile. This field should default to '-Select a Favorite Location-'. If a favorite location is selected, the application will instantly retrieve the favorite location and refresh the reservation screen.
Note to Enterprise	Text	400	Authorization Message	message text	N/A
Note to Self Only	Text	400	Diary Note	diary note text	The system will store the text entered into this field in the ARMS Web database with the authorization, but the message will not be sent to the branch.

2.3.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.3.3.1 More Locations

The **More Locations** screen function allows the USER to select a different rental branch location using the Find Rental Location use case. Invoking this screen function will launch the USER into the **Find a Rental Location** use case.

2.3.3.1.1   The **More Locations** screen function is invoked through a button click.

2.3.3.2 Additional Charges

The **Additional Charges** screen function allows the USER to add, view, and modify any additional charges that they might authorize for a rental reservation (e.g., CDW). Invoking this screen function will launch the USER into the **Additional Charges** use case.

2.3.3.2.1   The **Additional Charges** screen function is invoked through a button click.

2.3.3.3 View Car Class

The **View Car Class** screen function allows the USER to view and select a Rental Car Class to apply to a reservation. Invoking this screen function will launch the USER into the **View Car Classes** use case.

2.3.3.3.1   The **View Car Class** screen function is invoked through a button click.

2.3.3.4 Select a Favorite Location

The **Select a Favorite Location** screen function allows the USER to change the rental branch location to one of the rental branch locations identified as a 'favorites' in their USER profile.

2.3.3.4.1   The **Select a Favorite Location** is invoked by selecting a value from the Favorite Locations drop-down list. The system should automatically retrieve the favorite location (and rates) when the value of this field is selected.

2.3.3.5 Confirm Reservation

The **Confirm Reservation** screen function allows the USER to submit all reservation information to the ARMS Web system, which will create a new reservation.

2.3.3.5.1   The **Confirm Reservation** screen function is invoked either through a button click or by an **Enter** keystroke.

2.3.3.5.2   If the information submitted to the ARMS Web application is invalid or incomplete, this screen function should prompt the USER with an error. The error should be specific as to the cause of the failure. All information previously entered should remain populated in each field, with the problem field highlighted or otherwise identified.

2.3.3.6 Cancel

The **Cancel Reservation** screen function will allow the USER to leave the screen and return to their ARMS Web start page. No information is saved and no reservation is created.

2.3.3.6.1   The **Cancel** screen function is invoked through a button click.

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Y:\APPS\ARMSWeb\Application\ARMSWEBV3\@dkb\Functional Specs\MA-01-Create Reservation\Functional Specs\MA-01-FDS-ARMSWeb3 0v1.4.doc

2.4   Reservation Confirmation Screen

The *Reservation Confirmation* screen provides the user interface and functions to support Step 16 of the **Basic Flow**. This provides the USER with confirmation feedback on successful submission of the reservation.

see figure E.15(a)-(c)

2.4.1   Screen Layout (ARMS Web 3.0)

Figure E. 15(a)

↳ Move
to
sep,
fig.

(Insurance User)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER

Claims Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Confirmation:
CUSTOMER FILE

☐ Don't show me this confirmation page again.

This confirmation page can be removed...
You can remove this page from your future transactions with ARMS.

How it works...
Simply check the "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.

What will happen next?
When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear; it will provide information about your last transaction as well as the ability to make any changes to that transaction.

Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.

⊙ top of page

Contact Us | Terms & Conditions | Log Off

Figure E. 15(6)

↳ More to
see.
figure

(Fleet/Dealership/Corporate User)

Welcome to the Automated Rental Management System

Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Confirmation:
CUSTOMER FILE

☐ Don't show me this confirmation page again.

This confirmation page can be removed...
You can remove this page from your future transactions with ARMS.

How it works...
Simply check the "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.

What will happen next?
When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.

Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.

⊙ top of page

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Figure E.15(c)

↳ Move to
sep. fig.

2.4.2   Screen Field Definition

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Office	Output	10	Office Location	external organization abbreviated name	
Handling for	Output	35	Handling for	First Name + Last Name	
	Output	150	Confirmation Statement	Authorized Days + Authorized Rate + Renter Last Name + Renter First Name	The screen should provide a statement that reads 'You just authorized' + Authorized Days + 'days at' + Authorized Rate/Policy Limits + '/day for' + Renter Last Name + ', ' + Renter First Name
Don't show me this confirmation page again	Check box	1	Delete confirmation page		If checked, the system should not show this page again. Instead the system will provide the confirmation statement (above) in the feedback section of the page that the user is returned to (the area of the EVERY page reserved for feedback, error messages, etc.)

2.4.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.4.3.1   Return to Home Page

The **Return to Home Page** screen function will allow the USER to return to their home page from the reservation confirmation screen.

2.4.3.1.1   The **Return to Home Page** screen function is invoked through either a button click or an **Enter** keystroke.

2.4.3.2   Change Reservation

The **Change Reservation** screen function will allow the USER to go back into the Quick Reservation or Detailed Reservation screen and change any errors.

2.4.3.2.1   The **Change Reservation** screen function is invoked by clicking on the feedback hyperlink (e.g., You just authorized 3 days at $29.39/day for Tom Hanks).

Enterprise Rent-A-Car

ARMS/Web 3.0
Functional Design Specification
Find a Rental Location

Version 1.3

Last Saved: 9/26/00 1:53 PM

Revision History

Date	Issue	Description	Author
2000-03-16	0.1	Initial draft published to the design team for QA	Tom Davies; Sean O'Donnell
2000-03-21	0.2	Revisions recommended by the design team were incorporated into the document.	Sean O'Donnell
2000-03-24	0.3	Revisions to the document were made to reflect the changes made subsequent to cross-team QA process results.	Sean O'Donnell
2000-05-08	0.5	Revisions from the initial management review session were incorporated into the document.	Sean O'Donnell
2000-05-24	0.6	Revisions from the Iteration 2 cross team review process were incorporated into the document.	Sean O'Donnell
2000-05-30	0.7	Added data field information from DATA_FIELDS database	Cindy Bastean
2000-06-05	1.0	Version 1.0 published to the build team.	Sean O'Donnell
2000-07-18	1.1	Updated to reflect changes made through discovery in initial builds, screen redesign, and additional business requirement definition.	Sean O'Donnell
2000-08-15	1.2	Updated with changes and revisions per the recommendation of the business leads and technical teams.	Sean O'Donnell
2000-09-26	1.3	Changes made based on feedback provided by business leads with respect to the future state of Release 3.0.	Amanda Banta, Aaron Foster, Mike Slater, Tim Weinstock

Table of Contents

Find a Rental Location

1. Find a Rental Location Use Case

1.1 Application Overview

The following is a document used to illustrate the process of finding and selecting an alternate rental location for a reservation created using ARMS/Web 3.0. The intent for this release of the ARMS/Web application is to reach a much wider audience. This application will target a Multi-Vendor, Multi-Segment, and International customer base.

1.2 Brief Description

This use case describes the process of finding and selecting an alternate rental location for a reservation created in the ARMS/Web system. The USER will have the ability to select the location search criteria they want to use (i.e. phone number or postal code), select the rental company and select to either review a list of nearby rental company locations or have the system automatically determine a rental company location based on the location search criteria[1]. This use case provides the mechanism to return rental company location information, including address, rental company, and phone number to create a new reservation or define a favorite location.

1.3 Use Case Actors

The following actors will interact with this use case:

- **RENTAL ADMINISTRATOR** – The RENTAL ADMINISTRATOR will use the system to find and select a rental location for creating a reservation. This use case refers to a USER in the role of a rental administrator. There are various types of customers that the rental administrator would represent, which include corporate account holders, car dealerships, insurance companies, and others.

- **LOCATOR** – The LOCATOR system will determine the nearest rental branch location(s) based on the search criteria provided in this use case.

- **ARMS** – The ARMS system will receive/send transactions to ARMS/Web to retrieve the information regarding the rental company.

- **RENTAL CAR COMPANY** – A wide variety of rental car companies will be able to use this system as well. Each company will have the ability to initiate and manage their rentals through the use of this application.

1.4 Pre-Conditions

- The USER must be logged on to the ARMS/Web system.

- The USER must be creating a reservation or <u>defining a favorite location</u>.

1.5 Flow of Events

The Flow of Events includes all steps necessary to select rental location search criteria and retrieve an alternate rental branch location(s).

---

[1] The USER will also have the ability to select an alternate location by using the 'Favorite Locations' functionality built into the Create Reservation screens.

1.5.1 Activity Diagram — see Figure E.16

Find Rental Location Use Case Activity Diagram

Figure E.16
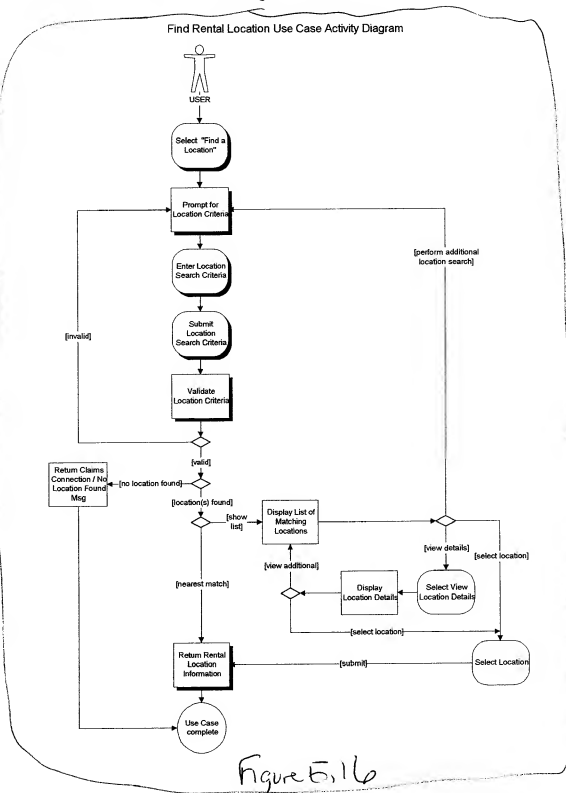
1.5.2   Basic Flow

The **Basic Flow** of the Find a Rental Location use case includes all of the required steps for the USER to select and input search criteria to find an alternate rental location. The USER will have the ability to view detailed information about a rental branch, and select a rental branch location to apply to a new reservation.

1. The USER selects to find an alternate rental location.

2. The system will prompt the USER for pick up location search criteria (also referred to as 'where needed' search criteria). This allows the USER to input a telephone number, city, or postal code to find a rental branch (or branches) that accepts ARMS/Web reservations in a given area[2]. The USER may also narrow the search by selecting a particular rental company along with the location search criteria. The USER will be given the option to view a list of rental branch locations matching the search criteria, or to have the ARMS/Web system automatically select the rental branch considered the Nearest Match.

3. The USER enters the required search criteria.

4. The USER submits the rental branch location search criteria.

5. The system will validate the rental branch location search criteria.

6. The system will retrieve/return a rental branch location[3] (based on USER search/selection criteria) to be used by the **Create Reservation** use case[4]. The rental branch location information for the selected branch on the **Create Reservation** screens will be automatically populated with the list below for the current **Create Reservation** transaction.

   - Branch name[5]
   - Address
   - Telephone number
   - Rates

7. The use case is complete.

---

[2] Rental branch locations have the ability to opt out of accepting ARMS/Web reservations.

[3] The requirements for retrieving a rental branch location can be found on page 5 of this document (Section 1.7.1 Requirements for Finding Rental Location).

[4] This use case is also used to define favorite locations from the 'My Profile' use case. The location will be returned to the 'My Profile' use case when the use case is entered from a 'My Profile' screen

[5] The Branch name has been included for future usability purposes (e.g., Network Allocation).

1.5.3 Alternative Flows

1.5.3.1 Search Criteria Entered is Invalid

If the USER enters an invalid Postal Code or Phone Number as location search criteria, an error message should be displayed to the USER and the USER should be forced back into Step 2 of the **Basic Flow**. If the error is specific to a data field, the field should be highlighted and the error described.

1.5.3.1.1 It will be considered invalid if the 'where needed' search criteria is a telephone number and the first three digits (i.e., area code) meet the criteria below:

- 0XX
- 1XX
- The second and third digits are equal (e.g., 800, 877, 888, etc.)

Where X equals any digit 0 through 9.

1.5.3.1.2 It will be considered invalid if the 'where needed' search criteria is a U.S. or Canadian telephone number that does not consist of 10 digits.

1.5.3.1.3 It will be considered invalid if the 'where needed' search criteria is a U.S. postal code that does not consist of 5 or 9 digits.

1.5.3.1.4 If will be considered invalid if the 'where needed' search criteria is a Canadian postal code that does not consist of 6 alphanumeric characters in the format AXAXAX where A is an alpha character and X is any digit 0 through 9.

1.5.3.2 No Rental Branch Locations Found

If the system cannot determine a rental branch location based on the search criteria entered by the USER, Claims Connection will be returned as the location and the use case will end. Please refer to section 1.7.1 Requirements for Finding Rental Location on beginning on page 5 of this functional specification for handling of this situation.

1.5.3.3 View a List of Rental Branch Locations

If the USER opts to view a list of matching rental locations, the list of matching locations will be displayed after Step 5 of the **Basic Flow**. The USER will have the ability to select one of these locations, view more detail about the locations (i.e., maps, hours of operation), or perform another location search by entering new search criteria.

1.5.3.3.1 If the USER requests additional detail on a specific rental branch in the **View a List of Rental Branch Locations Alternate Flow**, the system should display a screen with the selected branch's additional information (Rental Company, Branch name, Addresses, telephone/fax numbers, Map to the rental branch location, Hours of operation). The USER should either select the location from this screen (and be returned to Step 6 of the **Basic Flow**), or be returned to the list of matching locations by closing/continuing from this screen.

1.5.3.3.2 If the USER wishes to perform another rental branch location search in the **View a List of Rental Branch Locations Alternate Flow**, the system should return the USER to Step 2 of the **Basic Flow**.

1.5.3.4 Use Case Cancellation

The USER should be capable of leaving the use case at any time.

1.6   Post-Conditions

- If successful, a rental branch location will have been determined and returned to the **Create Reservation** use case.
- If unsuccessful, the system state remains unchanged.

1.7   Special Requirements

The additional requirements of the business use case are included here. These are requirements not covered by the flow as they have been described in the sections above.

1.7.1   Requirements for Finding Rental Location

Below are the requirements for finding a rental location in the ARMS/Web system. ARMS/Web will resolve a rental location and pass the location to ARMS for routing (which is a deviation from current state handling). These requirements were derived from the current state business requirements for the ARMS locator system.

1.7.1.1 ARMS/Web will always return a rental branch location for a reservation. For all ARMS/Web reservations, the following rules for finding a rental location apply:

1.7.1.1.1 For United States locations, the locator will search a 50-mile radius around the renter's phone number or postal code for the closest branch (or branches) that accepts ARMS reservations. If the USER selects to review a list of rental branch locations, an array of rental branch locations meeting these criteria should be returned.

1.7.1.1.2 For Canadian locations, the locator will search a 50-mile radius around the renter's phone number or postal code for the closest open branch (or branches) that accepts ARMS reservations. If no open branches are found, the closest branch (or branches) that accepts ARMS reservations should be returned. If the USER selects to review a list of rental branch locations, an array of rental branch locations meeting these criteria should be returned.

1.7.1.2 When the rental branch location is determined, the system will retrieve the group/branch number, name, shipping address, and telephone number of the rental branch location and present them to the USER on the Create Reservation screen(s).

1.7.1.3 The system will only display Claims Connection (7680) as the location (with no rates) when no location can be found within the 50-mile radius. If Claims Connection is displayed, a message should be included to indicate that no rental branch location was found within a 50-mile radius of the search criteria, and Claims Connection will ensure that the reservation is handled appropriately.

1.7.2   Maintenance of Source Systems

This use case requires that several existing AS/400 databases be used to query for information:

- Locator Database
- Office Information Database

The use case requires that the information in these databases be kept current and it is assumed that the group responsible for maintaining these databases will continue to do so in the future.

1.8   Extension Points

None.

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2.   Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1   Location Search Criteria Screen

This screen allows the USER to select/input the search criteria they want to use to find a rental location. This screen supports Steps 2 and 3 of the **Basic Flow**.

2.1.1   Screen Layout – See Figures E.17(a) and (b)

(ARMS/Web 2.0)

Figure E.17(a)

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(ARMS/Web 3.0)

Figure E.17(b)

2.1.2   Search for Rental Location

Screen Label	Type	Size	Screen FieldName	DataField	ScreenSpecificRule
Country	Combo box	14	Country	country code	This list should consist of United States and Canada. This will expand in future releases. The selection will default to the home country of the USER as defined in the USER profile.
	Input Text	20	Where Needed Value	Where Needed Value	
Rental Company	Combo box	20	Rental Company		This is a list of all the rental companies that are participating.

Screen Label	Type	Size	ScreenFieldName	DataField	ScreenSpecificRule
Postal/Zip Code	Radio Button	1	Postal/Zip Code Button	NOT STORED	
Telephone	Radio Button	1	Telephone Button	NOT STORED	This should be the default radio button selection.
City	Radio Button	1	City Radio Button	NOT STORED	
Automatically select the nearest office	Checkbox	1	Nearest Match Selection		This checkbox should default to checked.

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Next

The **Next** screen function will allow the USER to submit the information on the *Location Search Criteria* screen and initiate the search for matching locations

2.1.3.1.1 The **Next** screen function is launched through either a button click or by using the **Enter** keystroke.

2.1.3.1.2 If the information submitted to the ARMS/Web system is invalid or incomplete, this screen function should prompt the USER with an error. The error should be specific as to the cause of the failure. All information previously entered should remain populated in each field, with the problem field highlighted or otherwise identified.

2.2   Matching Location Screen

This screen allows the USER to review/select a rental location based on the search criteria entered on the *Location Search Criteria* screen. The screen will present 5 matching records at a time to the USER. The USER is given the option of viewing additional detail on a location or entering new search criteria. If there are more locations selected by the search, the USER will view the next locations (up to 5). This screen supports Step 4 of the **Basic Flow**.

2.2.1   Screen Layout   - see figures E. 18 (a) and (b)

(ARMS/Web 2.0)

Figure E. 18 (a)

⇒ Move
   to
   sep.
   fig.

(ARMS/Web 3.0)

Figure 6.18(b)

2.2.2 Screen Field Definition

Screen Label	Type	Length	ScreenFieldName	Data field	ScreenSpecificRule
	Radio Button	1	Selector Radio Button		A radio button should be presented for every rental branch location record in the list. Only one radio button may be selected. The rental branch location that is the shortest distance from the search criteria entered should be the default.
Location	Output	30	Rental Location Address	Address Line	A radio button should be presented for every rental branch location record in the list.
Rental Company	Output	30	Rental Company name		The name of the rental company that is available from the search criteria.
Miles	Output	4	Miles from Search Criteria		Miles from search criteria should be presented for every rental branch location record in the list.

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
City	Output	18	Rental Location City Name	City	A city should be presented for every rental branch location record in the list.
State/Province	Output	2	Rental Location State/Province Code	State	A state/province should be presented for every rental branch location record in the list.
Country	Drop Down	14	Country	NOT STORED	This list should consist of United States and Canada. This will expand in future releases. The selection will default to the home country of the USER as defined in the USER profile.
	Input Text	12	Where Needed Value	Where Needed Value	
Rental Company	Combo box	20	Rental Company		This is a list of all the rental companies that are participating.
Postal/Zip Code	Radio Button	1	Postal/Zip Code Button	NOT STORED	
Telephone	Radio Button	1	Telephone Button	NOT STORED	This should be the default radio button selection.
City	Radio Button	1	City Radio Button	NOT STORED	
Automatically select the nearest office	Checkbox	1	Nearest Match Selection	NOT STORED	This should default to checked.

2.2.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.2.3.1 Select this Location

The **Select this Location** screen function will submit the selected rental branch location in the Rental Location Information Container to the ARMS/Web system, to be used by the **Create Reservation** use case.

> 2.2.3.1.1 The **Select this Location** screen function is launched through either a button click or by using the **Enter** keystroke.

2.2.3.2 Next X of Y

The **Next X of Y** screen function will allow the USER to view the next five rental locations (unless less than five records exist) that match the search criteria. For example, if a total of 8 locations were returned as part of the search, this screen function would be presented as **Next 3 of 8**

> 2.2.3.2.1 The **Next X of Y** screen function is launched through a button click.

> 2.2.3.2.2 The **Next X of Y** screen function should not be presented if 5 or fewer records

are retrieved.

2.2.3.2.3 The **Next X of Y** screen function should have the X values replaced by the number of records remaining to view (up to five) in this search.

2.2.3.2.4 The **Next X of Y** screen function should have the Y value replaced by the number of total records returned in the search.

2.2.3.3 Previous 5 of Y

The **Previous 5 of Y** screen function will allow the USER to view the previous five rental locations that matched the search criteria (and were previously reviewed).

2.2.3.3.1 The **Previous 5 of Y** screen function is launched through a button click.

2.2.3.3.2 The **Previous 5 of Y** screen function should not be presented on the initial search results screen. The **Previous 5 of Y** screen function should only be available if the USER has selected the **Next X of Y** screen function.

2.2.3.3.3 The **Previous 5 of Y** screen function should have the Y value replaced by the number of total records returned in the search.

2.2.3.4 Details/Map

The **Details/Map** screen function allows the USER to review additional information about a rental location presented in the list of matching records. Selecting this screen function will open the *Location Details* screen for the rental branch selected.

2.2.3.4.1 The **Details/Map** screen function is launched through a button click.

2.2.3.4.2 Each rental branch location presented in the list of matching locations should have it's own **Details/Map** button.

2.2.3.5 Search Again

The **Search Again** screen function will allow the USER to submit the Location Search Criteria Container information on the *Matching Location* screen and re-initiate the search for matching locations

2.2.3.5.1 The **Search Again** screen function is launched through a button click.

2.2.3.5.2 If the information submitted to the ARMS/Web system is invalid or incomplete, this screen function should prompt the USER with an error. The error should be specific as to the cause of the failure. All information previously entered should remain populated in each field, with the problem field highlighted or otherwise identified.

2.3   Location Details Screen

This screen allows the USER to view additional details for a given rental location. This screen supports the **View Location Detail** alternate flow.

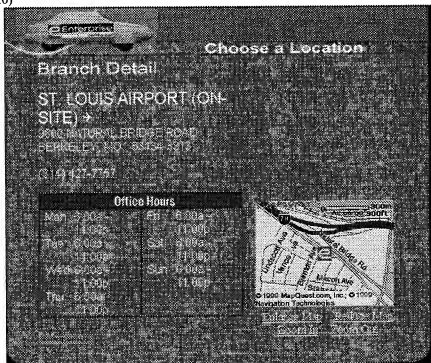*2.3.1   Screen Layout* ~ see figures E.19(a) & (b)

(ARMS/Web 2.0)

Figure 6.19(a)

More
to
sep.
figure

(ARMS/Web 3.0)

→ Move
to
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from
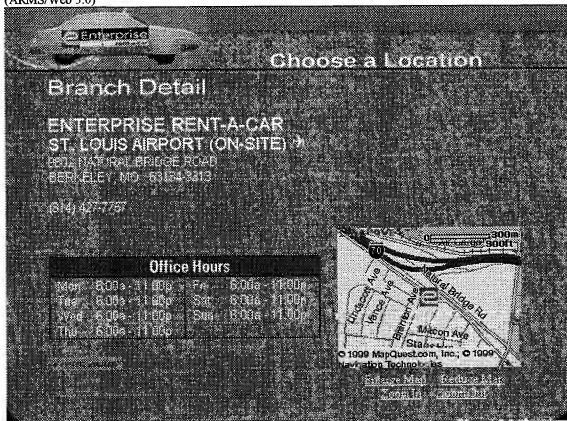
2.3.2   *Screen Field Definition*

Figure E.19(b)

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
	Output		Rental Location Name	Rental Location	
	Output		Rental Companies Name		
	Output		Rental Location Address	Address Line	
	Output		Rental Location City Name + ", " + Rental Locatio	State + City + Zip Code	Rental Location City Name + ", " +Rental Location State/Province Code + " " +Rental Location Postal/Zip Code
	Output Text		Rental Location Telephone Number	Telephone Number	

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
Mon	Output Text		Rental Location Start Hours of Operation + " -" + R		Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Monday' value in the hours of operation array. |
| Tue | Output Text | | Rental Location Start Hours of Operation + " -" + R | | Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Tuesday' value in the hours of operation array. |
| Wed | Output Text | | Rental Location Start Hours of Operation + " -" + R | | Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Wednesday' value in the hours of operation array. |
| Thu | Output Text | | Rental Location Start Hours of Operation + " -" + R | | Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Thursday' value in the hours of operation array. |
| Fri | Output Text | | Rental Location Start Hours of Operation + " -" + R | | Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Friday' value in the hours of operation array. |
| Sat | Output Text | | Rental Location Start Hours of Operation + " -" + R | | Rental Location Start Hours of Operation + "-" +Rental Location End Hours of Operation

This should be filled with the start and end hours of operation for the 'Saturday' value in the hours of operation array. |

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2.3.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.3.3.1   Select this Location

The **Select This Location** screen function will submit the selected rental branch location to the ARMS/Web system, to be used in other parts of the system.

> 2.3.3.1.1 Clicking on the Select This Location hyperlink launches the Select this Location screen function.

2.3.3.2   Previous

The **Previous** screen function will return the USER to the list of locations that was presented based on the search criteria that were entered.

> 2.3.3.2.1 Clicking on the Prev button launches the Previous screen function.

2.3.3.3   Enlarge Map

The **Enlarge Map** Screen function will retrieve a larger graphic image of the map to the location. The larger image will be placed in the same screen location of the *Location Details* screen.

> 2.3.3.3.1 Clicking on the Enlarge Map hyperlink launches the Enlarge Map screen function.

2.3.3.4   Reduce Map

The **Reduce Map** Screen function will retrieve a smaller graphic image of the map to the location. The smaller image will be placed in the same screen location of the *Location Details* screen.

> 2.3.3.4.1 Clicking on the Reduce Map hyperlink launches the Reduce Map screen function.

2.3.3.5   Zoom In

The Zoom In screen function will retrieve a more specific (more detailed) graphic image of the map to the location. The more specific image will be placed in the same screen location of the *Location Details* screen.

> 2.3.3.5.1 Clicking on the Zoom In hyperlink launches the Zoom In screen function.

2.3.3.6   Zoom Out

The Zoom Out screen function will retrieve a more general (less specific) graphic image of the map to the location. The more general image will be placed in the same screen location of the *Location Details* screen.

> 2.3.3.6.1 Clicking on the Zoom Out hyperlink launches the Zoom Out screen function.

3. Questions and Answers

Issue Number: 307

Question: We have heard from the business that the search by name criteria needs to be better. Today we search by the first three letters of the last name. We need to know what criteria is the preferred method of search to be done.
For example: Do we search the entire last name and first name?
 Do we search by the first three letters of the last name and the first letter for the first name?
 Do we search by first letter of last name and first letter of first name?
Need the Business Rule.

Status: I2 User Review

Resolution: 4-17-00, Sean O'Donnell - We have spoken to the Rental Redesign folks to find out how they are doing last/first name matching, and they are not planning to search by name in the new rental system (Telephone Number, Driver's License, and SSN only). They were going to have an 'implied wildcard' search by name, but it was taken out in USER review.

Issue Number: 310

Question: Do we want the ARMS/Web to have search available by phone, zip code/postal code, city and state. Current state only allows for phone number searches. Do we want to search other than phone number

For example: Do we want to search by phone number or zip code?
 Do we want to search by phone number or zip code or city?
Need Business Rule

Status: Closed - Resolved

Resolution: 3-16-00, Jen Cavanaugh - Talking with Dave Smith.3-22-00,Issue Mtg. Search by phone # & zip code only.
(SHOULD THE ANSWER BE "SEARCH BY PHONE # AND/OR ZIP CODE?) yes it is and/or could be both or one.

Issue Number: 311

Question: If a daily rental branch is closed, how do we want the system to work? Current state it defaults to Claims Connection. We need clarification on how this should work in the ARMS/Web environment.

3-17-00, Application Team - What do we want to see in the locator, do we want to see just open only or all? If no branch is open do we return to Claims Connection?

Status: Closed - Resolved

Resolution: 3-16-00, Jen Cavanaugh - Stan's team is going to get w/claims Connection to see how this process works after hours. From there we will make some business decisions
3-20-00, Jennifer Cavanaugh - Stan's team to research how ARMS & Retail Res Locator works & how they differ. Then we will re-review the question.
3-27-00, Sean - I talked with Trent Tinsley and Kim Devallance on this topic, which was EXTREMELY helpful. If the adjuster selects a closed branch, the system will route the ticket based on the type of service established in the insurance company profile:

Insurance companies that do NOT have 24-hour service, the reservation will be routed to the branch that was selected. The branch will do a callback in the morning when they re-open. Insurance companies that have 24-hour service have their reservations re-routed to Claims Connection (who will do a callback prior to 9p in any time zone unless otherwise specified by an adjuster) if the selected office is not open. This determination is made in the background after the adjuster submits the reservation. Claims connection will re-route the reservation to the appropriate branch when the customer is contacted.

Essentially, the way that location selection is handled today can/should be supported in the future version of ARMS/Web (location selection is implied through the F2 - Rates function of ARMS/400). Please let me know if you have questions with regard to this issue update/resolution.
4-7-00, Issue Mtg, Sean to check with Carl Jensen to see if the locator pulls back open/closed office. Given Sean's update we can close after that, (Don't show to the adjuster that the reservation was sent to claims connection)

Issue Number: 374

Question: In the Create Reservation functional specification, we have stated that the system will pull a location and rates immediately for the USER. The issue arises when we have no location to retrieve, in cases that the 'where needed' search criteria is weak or we don't have a branch within 50 miles of the search area. In the current state, we show Claims Connection as if it were a branch in this situation. This can be somewhat confusing (to see the location on Hanley Road in St. Louis if you are in Delaware). In the future state, we think it may be a good idea to notify the USER that no location was found, and that the reservation would be handled by Claims Connection (see example message below). Any thoughts on this question...
EXAMPLE MESSAGE:
A rental branch could not be found within 50 miles of 555-512-5000. Claims Connection will ensure your reservation is handled immediately. Please call 800-CLAIMSCONNECTION for additional assistance.

Status: Pending

Resolution: 5-8-00, Response from Sean O'Donnell: Dave liked the idea, and so did Kim. Have not heard from Randy on this one, though. Let me know if you need me to follow up, otherwise this will be written in to the specification for Finding a rental location.

$\mathcal{R}_\mathit{G}$

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Functional Design Specification
Send Message

Version 1.1

Last Saved 7/18/00 4:25 PM

NOTE: Revisions have been turned on within this document to assist readers of previous versions to quickly reference the parts of the functional specification have changed. This can make the document difficult to read, and you may consider accepting all revisions to get an 'easier to read' version of the document. To accept revisions, select Tools → Track Changes → Accept or Reject Changes... from the menu bar. Click 'Accept all' and all changes will be accepted, and the document will be easier to understand.

Revision History

Date	Issue	Description	Author
2000-03-28	0.1	Initial draft distributed to the design team for review and comment.	Brent Armbruster
2000-03-29	0.2	Design team comments incorporated into the document. Published to the cross-team QA process.	Brent Armbruster; Sean O'Donnell
2000-03-30	0.3	Incorporated comments from the cross-team QA session.	Brent Armbruster
2000-05-05	0.4	Incorporated the comments from the Management Review session, and added detail to the functional specification.	Sean O'Donnell
2000-05-16	0.5	Revisions made from the cross-team QA process.	Sean O'Donnell
2000-05-30	0.6	Added data field information from DATA_FIELDS	Cindy Bastean
2000-06-05	1.0	Version 1.0 published to the build team	Sean O'Donnell
2000-07-18	1.1	Changed to reflect updates to the screens, and modified functionality since the last version.	Sean O'Donnell

Table of Contents

Send Message

1.   Send Message Use Case

1.1   Brief Description

This use case describes the process of capturing messages and diary notes associated with a rental reservation/authorization.   The USER can elect to either have the message sent to the Enterprise rental branch location responsible for the reservation/authorization (MESSAGE in this document), or to store the note in the ARMS Web system <u>without</u> sending the message to Enterprise (DIARY NOTE in this document). All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

NOTE: *This is a sub-use case that <u>must</u> be accessed from another use case. For example, a USER may send a message while creating a reservation, maintaining an authorization, or completing an extension.*

1.2   Use Case Actors

The following actors will interact with this use case. All actors are referred to as USER throughout this use case:

- **ADJUSTER** – The ADJUSTER will use this use case to enter and send a message about a reservation/authorization to the rental branch location that is responsible for the reservation/authorization. The ADJUSTER may also use this use case to capture diary notes.

- **PROCESSOR** – The PROCESSOR will use this use case to enter and send a message about a reservation/authorization to either the rental branch location or the ADJUSTER that is responsible for the reservation/authorization.

- **ENTERPRISE ADMINISTRATOR** – The ENTERPRISE ADMINISTRATOR will use this use case to send a message on a specific transaction to notify the rental branch location or other user of issues/complications in transmission of the transaction.
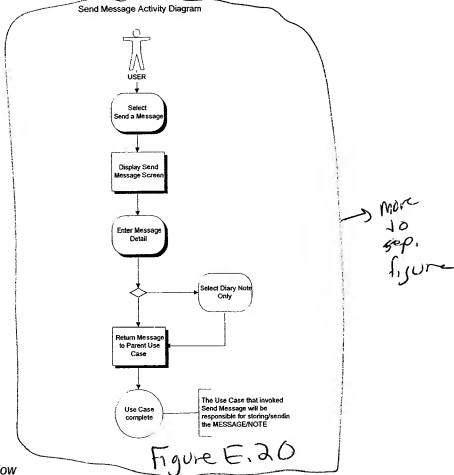
1.3   Pre-Conditions

- The USER must be signed-on to the ARMS Web system.
- The USER must have selected an authorization that is in a state that allows MESSAGES or DIARY NOTES.

1.4   Flow of Events

The Flow of Events includes all steps necessary to enter MESSAGES and DIARY NOTES.

1.4.1 Activity Diagram — see Figure F. 20

Send Message Activity Diagram

USER

Select
Send a Message

Display Send
Message Screen

Enter Message
Detail

Select Diary Note
Only

Return Message
to Parent Use
Case

Use Case
complete

The Use Case that invoked
Send Message will be
responsible for storing/sending
the MESSAGE/NOTE

→ more
to
sep.
figure

Figure E. 20

1.4.2 Basic Flow

The **Basic Flow** of the Send Message use case includes all of the required steps for the USER to enter a MESSAGE or DIARY NOTE.

1. The USER will indicate that they want to send a MESSAGE for a reservation/authorization.

2. The system will display a screen that will capture the message/note text.

3. The USER will enter the message/note text.

4. The USER returns to the parent use case, and the system stores the text message to be sent at a later time (see **Special Requirements**).

5. This ends this use case.

1.4.3 Alternative Flows

1.4.3.1 Send Diary Note Only

The USER will have the ability to indicate that the MESSAGE text should be stored as a DIARY NOTE only in Step 3 of the **Basic Flow**. This text should <u>not</u> be sent to the Enterprise rental branch location handling the reservation/ticket.

1.4.3.2 Use Case Cancellation

The USER should be capable of leaving the use case at any time.

1.5   Post-Conditions

- If successful, the message/note text will be updated in the ARMS Web database. MESSAGES requested to be sent to the rental branch location are sent to ARMS.
- If unsuccessful, the system state remains unchanged.

1.6   Special Requirements

1.6.1   Submit Message Responsibilities

The parent use case that accessed this function will have the responsibility of submitting the text message to the ARMS Web database. Based on USER input, the parent use case must complete the following action:

- If the USER chose to have the text sent to the rental branch location as a MESSAGE, the text will be written to the ARMS Web database and the MESSAGE will be sent to ARMS. ARMS will forward the text to ECARS for distribution to the appropriate rental branch.

- If the USER chose to save the text as a DIARY NOTE, the text will be written to the ARMS Web database as a DIARY NOTE only.

1.7   Extension Points

None.

ARMS Redesign Project - Release 2.0   Issue: 1.1
Send Message   Issue Date:
10/20/007/18/00

2. Screen Design

As noted in the Send Message Use Case, the Send Message function will be available on multiple screens throughout the system (e.g., Create Reservation, Extend Rental, Change Authorization). This section provides functional description of the screen container that is used on the multiple screens to support the Send Message use case.

2.1 Message Screen Container

2.1.1 Screen Layout[1] — see Figure E.21

Figure E.21
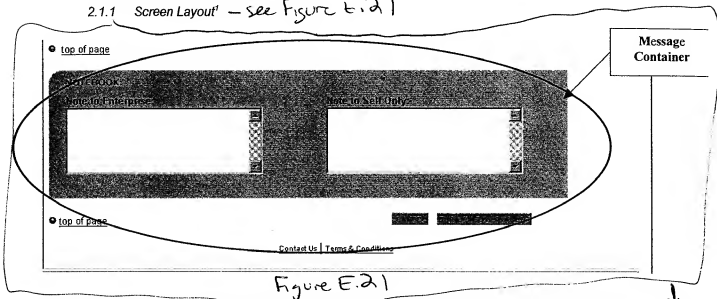
The area of the screen under consideration is the container beginning with the Notebook heading and ending with the Send this message to Enterprise rental branch checkbox. This is an example of how the message container might look on any given screen.

2.1.2 Message Screen Container

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
Send this message to Enterprise rental branch	Check Box	1	Diary Note Indicator	message ears indicator	If unchecked, the message will be sent to ARMS to be sent to the rental branch location. If checked, the message will be stored in the ARMS Web database but will NOT be forwarded to ARMS.
Rental Note; Note to Enterprise	Input Text	200	Message Text	message text	Text entered into this field will be sent to the Enterprise rental branch location.
Note to Self Only	Input Text	200	Message Text	Diary text	Text entered into this field will be stored in the ARMS Web database but will not be sent to the Enterprise rental branch location.

2.1.3 Screen Function Definition

The Message screen container will use the functions of the parent screen to have the message sent.

3. Application Operations

This section will detail all the application operations that are part of this Functional Specification Document.

3.1 Create Transaction Transmission key

(Office Identifier, Customer Transaction Identifier)

This operation will use the parameters provided to generate and return a Transaction Transmission key.

3.2 Store a Message

(Office Identifier, Customer Transaction Identifier, Send Message Indicator, Message Text)

This operation will add the information entered by the USER to the ARMS Web database.

4.Data Fields

4.1Data Field Definition

This section includes a definition of all data fields included in the functional specification.

4.1.1Customer Transaction ID

Entity	AUTHORIZATION EXTENSION
Column Name	AZCUTI
Label Name	Customer Transaction ID
System Name	AZCUTI
Data Type	CHAR(20)

4.1.2external organization abbreviated name

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_abbr_nam
Label Name	external organization abbreviated name:
System Name	EOABBRNAM
Data Type	CHAR(10)

4.1.3external organization identifier

Entity	OFFICE PROFILE
Column Name	e_o_id
Label Name	external organization identifier:
System Name	EOID
Data Type	DEC(11,0)

4.1.4message ecars indicator

Entity	AUTHORIZATION MESSAGE
Column Name	msg_ecars_ind
Label Name	message ecars indicator:
System Name	MSGECARIND
Data Type	CHAR(1)

4.1.5message text

Entity	AUTHORIZATION MESSAGE
Column Name	msg_txt
Label Name	message text:
System Name	MSGTXT
Data Type	CHAR(50)

3.   Questions and Answers

Issue Number: 341

Question: Current state ARMS400 allows user to enter maximum of four lines of fifty characters. Current state ARMS has program limitation of ten lines of fifty characters. ARMS Web will be limited by current state ARMS. Should that be the planned maximum for ARMS Web or ??? One idea would be to have the number of lines/characters profiled. Then the size of the message box that is displayed to the user would be limited by this profiled amount.

Status: Closed - Resolved

Resolution: 3-30-00, Kim DeVallance - I think ten lines of fifty characters to be entered by any user at a time is more than enough. I don't really for see the need to profile this by company

Issue Number: 342

Question: Current state allows message to be sent on unauthorized requests only if they have not been assigned to an adjuster. How should future state work? If we allow messages on assigned unauthorized requests, we must keep in mind that we are defaulting the Direct-Bill To percent at 100% on all auth. screens. When the adjuster submits the message, they MAY be unintentionally authorizing the request.

Status: Closed - Resolved

Resolution: 3-30-00, Kim DeVallance - Kim: we should never send an authorization to the branch if all the adjuster did was key in a message. The message will either appear in ECARS under res notes or callback notes, but should never appear to the branch as an authorization. We not only need to give the adjuster the ability to send a message, but they should be able to change info (such as claim number, claim type, etc) before assigning the request to the adjuster, thereby enabling the adjuster to see the correct info when authorizing or denying a DB. We hear this request a lot from our customers.

Enterprise Rent-A-Car

Functional Design Specification
Additional Charges

Version 1.2

Last Saved: 8/15/00 2:45 PM

Revision History

Date	Issue	Description	Author
2000-04-07	0.1	Initial draft published to cross-team QA process	Brent Armbruster; Sean O'Donnell
2000-04-11	0.2	Removed subdocuments. Updated formatting in Data Fields Section	Cindy Bastean
2000-05-01	0.3	Added screen fields to "Additional Charges" screen field table	Cindy Bastean
2000-05-08	0.4	Additional enhancements and changes made to the functional specification to incorporate comments made in the initial review session.	Sean O'Donnell
2000-05-24	0.5	Revisions made as a result of the Iteration 2 cross-team review.	Sean O'Donnell
2000-05-30	0.6	Added data field information from DATA_FIELDS	Cindy Bastean
2000-07-18	1.1	Changes made to the functional specification since the last review session were incorporated into the document.	Sean O'Donnell
2000-08-15	1.2	Added the screen design section to the specification based on the updated screens received from Marketing.	Sean O'Donnell

Table of Contents

Additional Charges

1. Additional Charges Use Case

1.1 Brief Description

The Additional Charges use case will allow the USER to view, add, or modify/remove any additional charges that may be associated with a rental authorization. Additional Charges such as Collision/Damage Waiver (CDW), Mileage Charge, or any other rental related charge could be authorized by a USER through this function.

1.2 Use Case Actors

The following actors will interact with this use case:

- **ADJUSTER** – The ADJUSTER will use this use case to view, add, or modify any additional charges that are associated with a rental authorization.

1.3 Pre-Conditions

- The USER must be signed-on to the ARMS Web system.
- The USER must have a reservation or open ticket selected (active).

1.4 Flow of Events

The Flow of Events will include the necessary steps to view, add and modify additional charges associated with a rental authorization.

1.4.1   Activity Diagram ~ *see* figure E.22

Additional Charges Activity Diagram

[handwritten: → Move to sep. fig.]

[handwritten caption: Figure E.22]

1.4.2   Basic Flow

The **Basic Flow** of the Additional Charges use case includes all of the required steps to view, add, or modify Additional Charges as part of an authorization.

1.   The USER will select Additional Charges for the active reservation or open ticket.

2.   The system will prompt the USER to add, modify or remove Additional Charges.

3.   The USER will view, add, or modify Additional Charges that will be authorized.

4.   The USER will submit the Additional Charges to the system.

5.   The system will validate the Additional Charges entered by the USER.

6. The system will return the USER to the active reservation or open ticket and populate Additional Charges[1].

7. This ends this use case.

1.4.3 Alternative Flows

1.4.3.1 Additional Charges Invalid

If the Additional Charges entered by the USER are invalid, the system should present an error message to the USER and force the USER back into Step 2 of the **Basic Flow**. The system will declare additional charges invalid in the following circumstances:

1.4.3.1.1 It will be considered invalid if the additional charge type is 'Dollars per Day' or 'Dollars per Rental' and the additional charge value entered is greater than $999.99.

1.4.3.1.2 It will be considered invalid if the additional charge type is 'Dollars per Day' or 'Dollars per Rental' and the additional charge value entered is less than $0.

1.4.3.1.3 It will be considered invalid if the additional charge type is 'Percentage of Rental' and the additional charge value entered is greater than 100%.

1.4.3.1.4 It will be considered invalid if the additional charge type is 'Percentage of Rental' and the additional charge value entered is less than 0%.

1.5 Post-Conditions

- If successful, the Additional Charges that were added or modified will be returned to the active reservation or open ticket.
- If unsuccessful, no Additional Charges will be added to the active reservation or open ticket.

1.6 Special Requirements

The additional requirements of the business use case are included here. These are requirements not covered by the flow as they have been described in the sections above.

1.6.1 Submit Additional Charges Responsibilities

The parent use case that accessed this function will have the responsibility of submitting the additional charges to the ARMS Web database. Any additional charges returned to a parent use case should be reflected on the screen within that use case. For example, if additional charges were being added as part of the Create Reservation process, the Create Reservation screens should have some indication that additional charges have been added.

---

[1] The Additional Charges should **not** be submitted to the ARMS Web database until the USER submits the changes on the active reservation or open ticket.

1.6.2   Additional Charges Descriptions

Below are the current additional charge descriptions used in the ARMS/400 system in the current state:

- DAMAGE WAIVER
- PAI
- MILEAGE CHARGE
- HOURLY
- DAILY
- WEEKLY
- MONTHLY

- SPECIAL
- DROP CHARGE
- MISC CHARGES
- SLP
- UNDERAGE DRIVER
- BABY CAR SEAT
- SKI RACK

1.7   Extension Points

None.

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Additional Charges

This screen will allow the user to view, add, modify or remove additional charges associated with a reservation/authorization.

2.1.1 Screen Layout — see Figure E.23

Figure E.23

2.1.2 Screen Field Definition

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
CDW (Collision Damage Waiver)	Check Box	1	CDW (Collision Damage Waiver)		
PAI (Personal Accident Insurance)	Check Box	1	PAI (Personal Accident Insurance)		
Underage Driver	Check Box	1	Underage Driver		
Drop Charge	Check Box	1	Drop Charge		
Mileage Charge	Check Box	1	Mileage Charge		
Misc. Charge	Check Box	1	Misc. Charge Check Box		
Create Charge Type	Text Box	15	Additional Charge Description		A description of the additional surcharge to be authorized.

| Amount | Text Box | 6 | Additional Charge Value | | An Amount text box should be included for every check box on the screen. |
| Type | ComboBox | 20 | Additional Charge Type | | A Type combo box should be included for every check box on the screen. Values include: Dollars per Day (DEFAULT); Dollars per Rental; Percentage of Rental |

2.1.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1   Create More Surcharges

The Create More Surcharges screen function will allow the USER to select the hyperlink and have an additional Misc. Charge line added to the screen. For example, the Screen Layout above shows only one Misc. Charge box. If a USER were to click on the Create More Surcharges hyperlink, the screen would refresh and provide the user with two Misc. Charges boxes. The USER is not limited to the number of Misc. Charge boxes that can be added.

> 2.1.3.1.1   The Create More Surcharges screen function is invoked through clicking a hyperlink.

2.1.3.2   Process

The Process screen function allows the USER to save the additional charges that are being authorized and return to the active reservation or open ticket. The active reservation or open ticket will reflect that additional charges have been added.

> 2.1.3.2.1   The Process screen function is invoked through a button click or through an **Enter** keystroke.

2.1.3.3   Previous

The Previous screen function will allow the USER to return to the active reservation or open ticket without saving the updates to additional charges.

> 2.1.3.3.1   The Previous screen function is invoked through a button click.

3.   **Questions and Answers**

None.

Enterprise Rent-A-Car

Functional Design Specification
Additional Charges

Version 1.2

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Revision History

Date	Issue	Description	Author
2000-04-07	0.1	Initial draft published to cross-team QA process	Brent Armbruster; Sean O'Donnell
2000-04-11	0.2	Removed subdocuments. Updated formatting in Data Fields Section	Cindy Bastean
2000-05-01	0.3	Added screen fields to "Additional Charges" screen field table	Cindy Bastean
2000-05-08	0.4	Additional enhancements and changes made to the functional specification to incorporate comments made in the initial review session.	Sean O'Donnell
2000-05-24	0.5	Revisions made as a result of the Iteration 2 cross-team review.	Sean O'Donnell
2000-05-30	0.6	Added data field information from DATA_FIELDS	Cindy Bastean
2000-07-18	1.1	Changes made to the functional specification since the last review session were incorporated into the document.	Sean O'Donnell
2000-08-15	1.2	Added the screen design section to the specification based on the updated screens received from Marketing.	Sean O'Donnell

Table of Contents

Additional Charges

1. Additional Charges Use Case

1.1 Brief Description

The Additional Charges use case will allow the USER to view, add, or modify/remove any additional charges that may be associated with a rental authorization. Additional Charges such as Collision/Damage Waiver (CDW), Mileage Charge, or any other rental related charge could be authorized by a USER through this function.

1.2 Use Case Actors

The following actors will interact with this use case:

- **ADJUSTER** – The ADJUSTER will use this use case to view, add, or modify any additional charges that are associated with a rental authorization.

1.3 Pre-Conditions

- The USER must be signed-on to the ARMS Web system.
- The USER must have a reservation or open ticket selected (active).

1.4 Flow of Events

The Flow of Events will include the necessary steps to view, add and modify additional charges associated with a rental authorization.

1.4.1   Activity Diagram

Additional Charges Activity Diagram

1.4.2   Basic Flow

The **Basic Flow** of the Additional Charges use case includes all of the required steps to view, add, or modify Additional Charges as part of an authorization.

1. The USER will select Additional Charges for the active reservation or open ticket.

2. The system will prompt the USER to add, modify or remove Additional Charges.

3. The USER will view, add, or modify Additional Charges that will be authorized.

4. The USER will submit the Additional Charges to the system.

5. The system will validate the Additional Charges entered by the USER.

6. The system will return the USER to the active reservation or open ticket and populate Additional Charges[1].

7. This ends this use case.

1.4.3   Alternative Flows

1.4.3.1   Additional Charges Invalid

If the Additional Charges entered by the USER are invalid, the system should present an error message to the USER and force the USER back into Step 2 of the **Basic Flow**. The system will declare additional charges invalid in the following circumstances:

1.4.3.1.1 It will be considered invalid if the additional charge type is 'Dollars per Day' or 'Dollars per Rental' and the additional charge value entered is greater than $999.99.

1.4.3.1.2 It will be considered invalid if the additional charge type is 'Dollars per Day' or 'Dollars per Rental' and the additional charge value entered is less than $0.

1.4.3.1.3 It will be considered invalid if the additional charge type is 'Percentage of Rental' and the additional charge value entered is greater than 100%.

1.4.3.1.4 It will be considered invalid if the additional charge type is 'Percentage of Rental' and the additional charge value entered is less than 0%.

1.5   Post-Conditions

- If successful, the Additional Charges that were added or modified will be returned to the active reservation or open ticket.
- If unsuccessful, no Additional Charges will be added to the active reservation or open ticket.

1.6   Special Requirements

The additional requirements of the business use case are included here. These are requirements not covered by the flow as they have been described in the sections above.

1.6.1   Submit Additional Charges Responsibilities

The parent use case that accessed this function will have the responsibility of submitting the additional charges to the ARMS Web database. Any additional charges returned to a parent use case should be reflected on the screen within that use case. For example, if additional charges were being added as part of the Create Reservation process, the Create Reservation screens should have some indication that additional charges have been added.

---

[1] The Additional Charges should **not** be submitted to the ARMS Web database until the USER submits the changes on the active reservation or open ticket.

1.6.2   Additional Charges Descriptions

Below are the current additional charge descriptions used in the ARMS/400 system in the current state:

- DAMAGE WAIVER
- PAI
- MILEAGE CHARGE
- HOURLY
- DAILY
- WEEKLY
- MONTHLY

- SPECIAL
- DROP CHARGE
- MISC CHARGES
- SLP
- UNDERAGE DRIVER
- BABY CAR SEAT
- SKI RACK

1.7   Extension Points

None.

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Additional Charges

This screen will allow the user to view, add, modify or remove additional charges associated with a reservation/authorization.

2.1.1 Screen Layout

2.1.2 Screen Field Definition

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
CDW (Collision Damage Waiver)	Check Box	1	CDW (Collision Damage Waiver)		
PAI (Personal Accident Insurance)	Check Box	1	PAI (Personal Accident Insurance)		
Underage Driver	Check Box	1	Underage Driver		
Drop Charge	Check Box	1	Drop Charge		
Mileage Charge	Check Box	1	Mileage Charge		
Misc. Charge	Check Box	1	Misc. Charge Check Box		
Create Charge Type	Text Box	15	Additional Charge Description		A description of the additional surcharge to be authorized.

| Amount | Text Box | 6 | Additional Charge Value | | An Amount text box should be included for every check box on the screen. |
| Type | ComboBox | 20 | Additional Charge Type | | A Type combo box should be included for every check box on the screen. Values include: Dollars per Day (DEFAULT); Dollars per Rental; Percentage of Rental |

2.1.3   Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1   Create More Surcharges

The Create More Surcharges screen function will allow the USER to select the hyperlink and have an additional Misc. Charge line added to the screen. For example, the Screen Layout above shows only one Misc. Charge box. If a USER were to click on the Create More Surcharges hyperlink, the screen would refresh and provide the user with two Misc. Charges boxes. The USER is not limited to the number of Misc. Charge boxes that can be added.

> 2.1.3.1.1   The Create More Surcharges screen function is invoked through clicking a hyperlink.

2.1.3.2   Process

The Process screen function allows the USER to save the additional charges that are being authorized and return to the active reservation or open ticket. The active reservation or open ticket will reflect that additional charges have been added.

> 2.1.3.2.1   The Process screen function is invoked through a button click or through an **Enter** keystroke.

2.1.3.3   Previous

The Previous screen function will allow the USER to return to the active reservation or open ticket without saving the updates to additional charges.

> 2.1.3.3.1   The Previous screen function is invoked through a button click.

3. Questions and Answers

None.

Enterprise Rent-A-Car

Functional Design Specification
View Car Class

Version 1.2

Last Saved: 8/15/00 3:57 PM

Revision History

Date	Issue	Description	Author
2000-04-07	0.1	Initial draft published to design team for review and comment.	Brent Armbruster, Sean O'Donnell
2000-04-11	0.2	Removed subdocuments. Updated data fields listing to reflect format changes	Cindy Bastean
2000-05-01	0.3	Added screen fields to "Car Class Summary" and "Car Detail Screen" screen field tables	Cindy Bastean
2000-05-08	0.4	Included additional changes, comments and feedback out of the initial review sessions.	Sean O'Donnell
2000-05-30	0.5	Added data field information from DATA_FIELDS	Cindy Bastean

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View Car Class

1. View Car Class Use Case

1.1 Brief Description

This use case will allow the USER to view examples of automobiles that are part of each Enterprise Car Class. The USER will have the ability to select a car class and have the rate for the car class apply to the reservation/authorization.

1.2 Use Case Actors

The following actors will interact with this use case:

- **ADJUSTER** – The ADJUSTER will use this use case to view and/or select the car class that will apply to a reservation.

1.3 Pre-Conditions

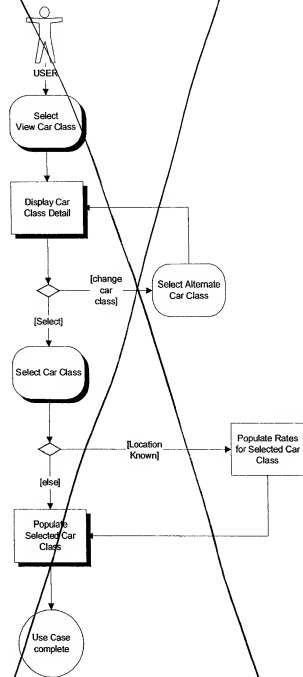- The USER must be signed-on to the ARMS Web system.
- The USER must have a reservation or open ticket selected.

1.4 Flow of Events

The Flow of Events will include the necessary steps to view and/or select the car class to apply to a rental reservation.

1.4.1 Activity Diagram ~ see Figure E.7

View Car Class Activity Diagram

1.4.2 Basic Flow

The **Basic Flow** of the View Car Class use case includes all of the required steps to view and/or select a car class for a rental reservation. If a car class is selected, it will be used to populate rate information on a rental authorization.

1. The USER will select View Car Class from the active reservation or open ticket.

2. The system will display a car class detail screen. If the USER had previously selected a car class (for example, on the Create Reservation screen), the car class selected will be displayed. If no car class has been selected, the system will display the Standard car class.

3. The USER will select the car class to apply to the reservation or open ticket.

4. The system will return the USER to the active reservation or open ticket and populate car class information based on the car class selected.

5. This ends this use case.

1.4.3 Alternative Flows

1.4.3.1 Select Alternate Car Class

From Step 2 of the **Basic Flow**, the USER will have the ability to view an alternate car class. The car classes that will be available to view include:

- Economy
- Compact
- Intermediate
- Standard
- Full Size
- Premium

If the USER selects an alternate car class, the system will refresh and present the details of the new car class.

1.4.3.2 Populate Car Class Rates

If a rental branch location has already been selected prior to entering this use case, the selection of a car class will populate the rates that apply to the selected car class on the active reservation or open ticket. This alternate flow returns the USER to Step 4 of the **Basic Flow**.

1.5 Post-Conditions

- If successful, the selected Car Class will be returned to the active reservation or open ticket.
- If unsuccessful, the system state is unchanged.

1.6 Special Requirements

The additional requirements of the business use case are included here. These are requirements not covered by the flow as they have been described in the sections above.

1.6.1 Modify Car Class Selection Results

The USER may change the results of this use case as part of the active reservation or open ticket.

1.7 Extension Points

None.

2.   Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1   Car Class Detail Screen _(see Figure E.8(a))_

This screen will allow the USER to view detailed information about Enterprise car classes. The USER will also have the ability to select a car class to apply to a rental reservation / authorization.

2.1.1   Screen Layout - see Figure E.8(a)
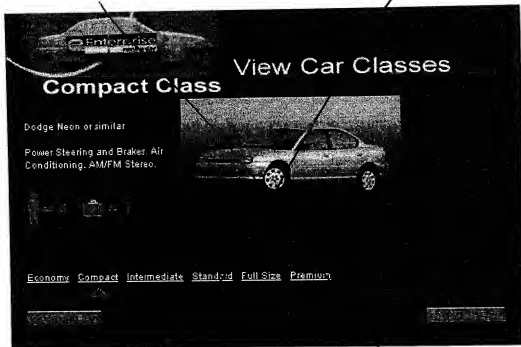
2.1.2   Car Class Details

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
	Output	20	Car Class Name		This should be the name of the currently selected car class
(Person Image)	Output	2	Car Class Person Capacity		This should provide the average person capacity of the selected car class.
(Luggage Image)	Output	2	Car Class Luggage Capacity		This should provide the average luggage capacity of the selected car class
	Hidden	255	Car Class Image Source		This should provide a picture of an example car within the selected car class.
	Output	120	Car Class Detail Description		This should provide a description of the selected car class.
Economy	Output		Economy Car Class		This should be a hyperlink to the Economy car class detail.

Screen Label	Type	Length	ScreenFieldName	DataField	ScreenSpecificRule
Compact	Output		Compact Car Class		This should be a hyperlink to the Compact car class detail.
Intermediate	Output		Intermediate Car Class		This should be a hyperlink to the Intermediate car class detail.
Standard	Output		Standard Car Class		This should be a hyperlink to the Standard car class detail.
Full Size	Output		Full Size Car Class		This should be a hyperlink to the Full Size car class detail.
Premium	Output		Premium Car Class		This should be a hyperlink to the Premium car class detail.

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Select This Car Class

The **Continue** screen function will allow the USER to select the car class to apply to a reservation.

2.1.3.1.1 The **Continue** screen function is invoked through either a button click or through an **Enter** keystroke.

2.1.3.2 Previous

The **Previous** screen function allows the USER to return to the previous screen.

2.1.3.2.1 The **Previous** screen function is invoked through a button click.

3. Questions and Answers

None.

Enterprise Rent-A-Car

Functional Design Specification
Assign a Request

Version 1.1

Last Saved: 10/17/00 2:24 PM

Revision History

Date	Issue	Description	Author
April 7, 2000	0.1	Initial Draft	Keith Baker
April 11, 2000	0.2	Added fields from Databases	Cindy Bastean / Debi Ealick
April 20, 2000	0.2	Merged subdocuments	Cindy Bastean
April 27, 2000	0.3	Added new screen layouts	Deb Ealick
April 27, 2000	0.4	Removed Application Operations and Data Fields per new Functional Spec Reporting Process Implementation	Cindy Bastean
May 10, 2000	0.5	Included changes from Cross-Team QA	Cindy Bastean
May 15, 2000	0.6	Added screen change to document according to cross-team review	Debi Ealick
June 8, 2000	0.6	Added Data Field Information	Cindy Bastean
July 3, 2000	0.7	Change screen field / data field information	Cindy Bastean
July 13, 2000	0.7	Updated Use Case and Screen Design sections for sign-off	Mike Slater, Brian Weingart, Stanley Schuchat, Deb Ealick, Brent Armbruster, Johnny Sands and Cindy Bastean
August 28, 2000	1.0	Updated Use Case. Changes made based on feedback provided by management reviewers.	Mike Slater
October 3, 2000	1.1	Updated FDS. Changes made based on feedback provided by testing team.	Mike Slater

Table of Contents

Assign a Request

1. Assign a Request Use Case

1.1 Brief Description

This use case describes the process of how a USER will review unassigned authorization request and assign them to an adjuster for further handling.

1.2 Use Case Actors

The following actors will interact with this use case:

- **CLAIMS PROCESSOR** - The CLAIMS PROCESSOR is a USER who can perform this use case to assign a request for further handling.

- **ADJUSTER** – The ADJUSTER is a USER who can receive the assigned request for further handling.

1.3 Pre-Conditions

- The USER must be signed-on to the ARMS Web system.
- The USER should be authorized to assign a request.
- If there are unassigned requests present, the USER has selected the link from the Review List Action Items Use Case to enter this use case.

1.4 Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Assign an Action Item".

1.4.1 Activity Diagram — see Figure E.24
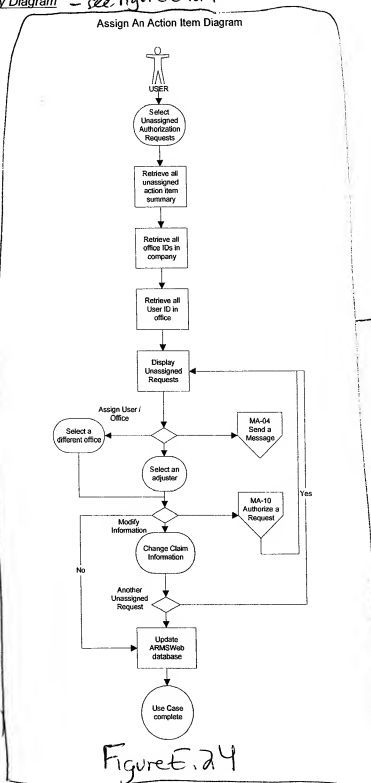
Assign An Action Item Diagram

→ More to sep. figure

Figure E.24

1.4.2 Basic Flow

1. The USER selects the unassigned authorizations link.
2. The system retrieves all unassigned request summaries.
3. The system retrieves all OFFICE IDs within ARMS Web.
4. The system retrieves all USER IDs within the OFFICE.
5. The system displays the unassigned authorization summaries with the offices and adjusters.
6. The USER selects an adjuster to assign to the request.
7. The system will update the ARMS Web database.
8. This ends the use case.

1.4.3 Alternative Flows

1.4.3.1 Cancel Use Case

The USER should be capable of leaving the use case at any point prior to assigning the reservation information to an ADJUSTER.

1.4.3.2 Modify a Request

Before step 6 of the basic flow, the USER should be able to make changes to the authorization.

1.4.3.3 Select a different office

Before step 6 of the basic flow, the USER should be able to select a different office for this authorization request. If a different office has been selected, the user cannot assign the file to a new adjuster. The new office must now assign the file.

1.5 Post-Conditions

If the use case is successful, the system will change the request type from an unassigned authorization request to direct bill. If the user has authority to authorize this request, the system will change the request to Authorized status and assign the adjuster picked in Step 5 of the basic flow.

If the use case is unsuccessful, the system state will remain unchanged.

1.6 Special Requirements

None

1.7 Extension Points

1.7.1 MA-04 Send Message

The Send Message function will be used to allow the user to capture messages and diary notes associated with a rental reservation/authorization. The USER can elect to have the message sent to the Enterprise rental branch location responsible for the reservation/authorization. The USER may also send a message without assigning the file to an adjuster/office. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

1.7.2 MA-10 Authorize a Reques

The ADJUSTER may decide to enter into the full detail screen of the unassigned request, which would invoke the Authorize a Request case.

1.7.3 MA-17 Cancel Authorization

At any point prior to assigning the file to an ADJUSTER, the USER should have the ability to cancel the authorization. If the authorization is cancelled, the ADJUSTER will be prompted to select a cancellation reason code from a drop down list along with having the option to enter additional comments.

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Action Items – Unassigned

This screen will allow the USER assign action items to a claims office or an adjuster or the USER may cancel an item. The USER may also change specified information in the Customer File through this screen.

2.1.1 Screen Layout – Action Items - Unassigned — see Figure E.25

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER

Claims Office: 001   Handling for: Yourself

You just approved an invoice for Crystal, Billy - Total Amount $536.13

Action Items:
UNASSIGNED

Weber, Andrew
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST
Claim Number: 754589877
Vehicle Condition: Select a Loss Type
Claim Type: Select a Claim Type
Date of Loss: January 1 2000
Note to Enterprise:

❶ Assign to Office: 001
❷ Assign Adjuster: Unassigned
-or-
❸ Cancel this item

Smith, Joe
28445 Main Ave
Chicago, IL 60622
555-555-1212

DIRECT BILL REQUEST
Claim Number: 754589877
Vehicle Condition: Select a Loss Type
Claim Type: Select a Claim Type
Date of Loss: January 1 2000
Note to Enterprise:

❶ Assign to Office: 001
❷ Assign Adjuster: Unassigned
-or-
❸ Cancel this item

Contact Us | Terms & Conditions | Log Off

Figure E.25

↳ More to sep. figure

2.1.2 Action Items - Unassigned

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Handling For:	Output	30	Handling for Adjuster's Name	First Name + Last Name	N/A.
	Output	30	Renter's Name	First Name + Last Name	This should be a link. The USER should be able to get to the authorize page from this screen field
	Output	30	Renter's Address	Address Line	
	Output	10	Renter's City	City	
	Output	3	Renter's State	State	
	Output	10	Renter's Zip Code	Zip Code	
	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	If these fields are populated, add a label to the screen to differentiate between Home Phone and Work Phone
	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	If these fields are populated, add a label to the screen to differentiate between Home Phone and Work Phone
Claim Number	Input	30	Claim Number	Insurance Claim Number	N/A.
Vehicle Condition	List Box	15	Loss Type	loss type description	
Claim Type	List Box	15	Claim Type	claim type description	N/A.
Date of Loss:	Input	10	Date of Loss	Date Of Loss	N/A.
Note to Enterprise	Input	30	Message Text	NOTE	N/A.
Assign to office:	List Box	5	Office Id	external organization abbreviated name	
Assign adjuster:	List Box	30	Adjuster Name	First Name + Last Name	Lists only those adjusters the USER has authority to assign

2.1.3

Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 <<Previous

When clicked, the USER will be taken back to the previous screen.

2.1.3.2 Process

When clicked, the USER will be taken to the next item in the action item list or a detail of the completed action items. This button ends the use case

2.1.3.3 Cancel

When clicked, the USER will be allowed to cancel the authorization. If this occurs, the rental becomes unauthorized and the rental is no longer the responsibility of the insurance company.

2.1.3.4 Last Action Message

After each action item in the USER's list has been completed, upon arriving at the next item there will be a confirmation message at the top of the screen. This message will be a hyperlink describing the last completed action. If the USER clicks on this link, the system will open the customer file, which will reflect all of the current information for the rental. The USER is then free to make additional changes or to simply view the file.

3. Application Operations

4. Data Fields

4.1 Data Field Definition

This section includes a definition of all data fields included in the functional specification

4.1.1 Address Line

Entity	ARM: Renter Detail
Column Name	RKADL1
Label Name	Address Line
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.2 City

Entity	ARM: Renter Detail
Column Name	RKCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.3 claim type code

Entity	AUTHORIZATION EXTENSION
Column Name	clm_typ_cde
Label Name	claim type code:
System Name	CLMTYPCDE
Data Type	DEC(3,0)
Attribute Definition	The claim type code defines the different Authorization claim types. For example: Insured, Claimant, Uninsured Motorist, etc.

4.1.4 claim type description

Entity	CLAIM TYPE
Column Name	clm_typ_dsc
Label Name	claim type description:
System Name	CLMTYPDSC
Data Type	CHAR(40)
Attribute Definition	The claim type description is a lexical definition of the claim type code which defines the different Authorization claim types. For example: Insured, Claimant, Uninsured Motorist, etc.

4.1.5   company identifier

Entity	EXTERNAL ORGANIZATION
Column Name	cmpy_id
Label Name	company identifier:
System Name	CMPYID
Data Type	DEC(11,0)
Attribute Definition	Business Party Identifier is a surrogate key assigned to each unique occurrence of an Individual, External Organization, and Internal Organization (Business Party).

4.1.6   DATE OF LOSS

Entity	A4 Cross Reference
Column Name	X4LSDT
Label Name	DATE OF LOSS
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.7   Day Phone

Entity	ARM: Renter Detail
Column Name	RKDYPH
Label Name	Day Phone
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.8   external organization abbreviated name

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_abbr_nam
Label Name	external organization abbreviated name:
System Name	EOABBRNAM
Data Type	CHAR(10)
Attribute Definition	External Organization Abbreviated Name is a shortened text based label associated with an organization outside of Enterprise. This name is sometimes used for accounting purposes.

4.1.9   external organization identifier

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_id
Label Name	external organization identifier:
System Name	EOID
Data Type	DEC(11,0)
Attribute Definition	The external organization identifier is a surrogate key assigned to each unique occurrence of an External Organization. Examples: body shops, vehicle manufacturers, insurance companies, leasing accounts, credit unions, dealerships, or government agencie

4.1.10 First Name

Entity	ARM: Adjustor Master
Column Name	ALFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.11 First Name

Entity	ARM: Renter Detail
Column Name	RKFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.12 handled by adjustor code

Entity	ACTION ITEM
Column Name	handl_by_adjr_cde
Label Name	Adjustor Code
System Name	HNDADJRCDE
Data Type	CHAR(10)
Attribute Definition	The handled by adjustor code is the adjustor code of the administrator or adjustor's who is handling the action item.

4.1.13 handled by company identifier

Entity	ACTION ITEM
Column Name	handl_by_cmpy_id
Label Name	ARMS Profile ID
System Name	HNDCMPYID
Data Type	CHAR(5)
Attribute Definition	The handled by company identifier is the company identifier of the administrator or adjustor's who is handling the action item.

4.1.14 handling for adjustor code

Entity	AUTHORIZATION ACTIVITY LOG
Column Name	handl_for_adtr_cde
Label Name	handling for adjustor code:
System Name	HNDADJRCDE
Data Type	CHAR(10)
Attribute Definition	The handling for adjustor coder is the adjustor code of an adjustor/user who is handling authorization activities for another adjustor/user in the ARMS Web application.

4.1.15 handling for company identifier

Entity	AUTHORIZATION ACTIVITY LOG
Column Name	handl_for_cmpy_id
Label Name	handling for company identifier:
System Name	HNDCMPYID
Data Type	CHAR(5)
Attribute Definition	The handling for company identifier is the company identifier used to uniquely identify an adjustor/user who is handling authorization activities for another adjustor/user in the ARMS Web application.

4.1.16 Insurance Claim Number

Entity	ARM: Authorization(Claim Info)
Column Name	AZCLNO
Label Name	Insurance Claim Number
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.17 Last Name

Entity	ARM: Adjustor Master
Column Name	ALLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.18 Last Name

Entity	ARM: Renter Detail
Column Name	RKLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.19 loss type description

Entity	LOSS TYPE
Column Name	loss_typ_dsc
Label Name	loss type description:
System Name	LOSSTYPDSC
Data Type	CHAR(40)
Attribute Definition	The loss type description is a lexical definition of the loss type code which defines the different loss categories when an Insurance Company authorizes a Rental. For example: Theft, Drivable, Repairable, Non-drivable, Non-repairable, Totaled.

4.1.20 NOTE

Entity	ARM: ARMS/400 Diary Notes File
Column Name	NENOTE
Label Name	NOTE
System Name	
Data Type	CHAR(50)
Attribute Definition	

4.1.21 Renters Day Phone Extension

Entity	ARM: Renter Detail
Column Name	RKDYEX
Label Name	Renters Day Phone Extension
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.22 Renters Night Phone

Entity	ARM: Renter Detail
Column Name	RKNTPH
Label Name	Renters Night Phone
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.23 Renters Night Phone Extensin

Entity	ARM: Renter Detail
Column Name	RKNTEX
Label Name	Renters Night Phone Extensin
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.24 State

Entity	ARM: Renter Detail
Column Name	RKSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.25 Zip Code

Entity	ARM: Renter Detail
Column Name	RKZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

5. Questions and Answers

Issue Number: 345

Question: Do we force the user to view the Rental Detail in order to change the unassigned adjuster to an adjuster who is authorized to handle?

Status: Closed - Resolved

Resolution: 4-12-00, Randy Haselhorst, we don't want to force them to look at the detail to assign a rental request to another user. They primarily look for claim number, claim type, renter name and possibly date of loss. If you can make the option you've described intuitive, that may work, but it doesn't sound that way to me.
4-12-00, Kim DeVallance, NO - This is a great feature, but I don't know if it is necessary. Some companies use this feature, while others wait for the phone call to authorize.

Issue Number: 346

Question: Should you be allowed to decline, authorize or extend an unassigned rental.

Status: Closed - Resolved

Resolution: 4-12-00, Randy Haselhorst - you can't "extend" until you've authorized. Decline could be an option, but we should probably think about that more to determine if we should. Current state does not have this but I have heard people ask for it. As far as authorizing, that again may be a good idea. I'd like to see Kim and Dave's ideas.
4-12-00, Kim DeVallance - Yes, we have heard this many, many times that will assigning a rental, the user should have the ability to do all these things (as long as the user has the proper authority)

Issue Number: 361

Question: Can we pass along an unassigned to another office?

Status: Pending

Resolution: Yes, If the request is an unassigned status, the USER can transfer it to another office.

Issue Number: 378

Question: Can we Exit the use case after Sending a Message and leave the request unassigned? Iteration 2 quesiton.

Status: Closed - Resolved

Resolution: 6-23-00 Per Brian Weingart, - yes, after sending a message on an unassigned request, if we didn't assign an adjuster, it is still unassigned.

Issue Number: 413

Question: 6-23-00, Only one person can handle un-assigns – which is set up in the profile? Or can a multiple # of people handle the un-assigns? Does the Handling for drop down box allow for the selection of unassigned? How do we handle record locking? Per Jennifer, Sean is working on this issue.

Status: Pending

Resolution:

Issue Number: 414

Question: 6-23-00, If I select Unassigned from the action item list and only one exists do I go straight to the detail? Per Jennifer - Sean is working on this issue

Status: Pending

Resolution:

Issue Number: 415

Question: 6-23-00, If I select Unassigned from the action item list and multiple exists I go straight to the detail. I go to a screen, which looks like action items, but list all of the unassigned. Per Jennifer - Sean is working on this issue.

Status: Pending

Resolution:

Enterprise Rent-A-Car

Functional Design Specification
Authorize a Request

Version 1.1

Last Saved: 10/16/00 10:26 AM

Revision History

Date	Issue	Description	Author
April 13, 2000	0.1	Updated with Database Fields	Cindy Bastean, Deb Ealick
April 20, 2000	0.2	Removed subdocuments	Cindy Bastean
May 10, 2000	0.3	Modified according to cross-team review	Cindy Bastean
May 15, 2000	0.3	Added screen change to document according to cross-team review	Debi Ealick
June 8, 2000	0.4	Updates for Iteration 2	Brian Weingart
June 8, 2000	0.4	Added data field information	Cindy Bastean
June 14, 2000	0.4	Added Zefer look and feel image for the Authorize Rental Detail	Amanda Banta
July 3, 2000	0.5	Changed Screen information	Cindy Bastean
July 13, 2000	0.5	Updated Use Case and Screen Design Sections	Brian Weingart, Mike Slater, Johnny Sands, Deb Ealick, Brent Armbruster and Cindy Bastean
August 24, 2000	1.0	Updated Use Case. Changes made based on feedback provided by management reviewers.	Mike Slater
October 4, 2000	1.1	Updated FDS. Changes made based on feedback provided by testing team.	Mike Slater

Table of Contents

Authorize a Request

1. Authorize Request Use Case

1.1 Brief Description

This use case describes how a USER authorizes a direct bill request.

1.2 Use Case Actors

The following actors will interact with this use case:

- **ADJUSTER** – The USER will use this system to authorize a direct bill request.

1.3 Pre-Conditions

- The USER must be logged into the ARMS Web system.
- The USER must have the authority to authorize a request.
- At least one outstanding unauthorized direct bill request must be assigned that the USER may handle.
- The USER must have selected an Unauthorized Direct Bill Request from the Review Action Items Screen or from the Search Results page.

1.4 Flow of Events

The Flow of Events will include the necessary steps to make changes and updates to "Authorize Request"

1.4.1 Activity Diagram — see Figure E.26
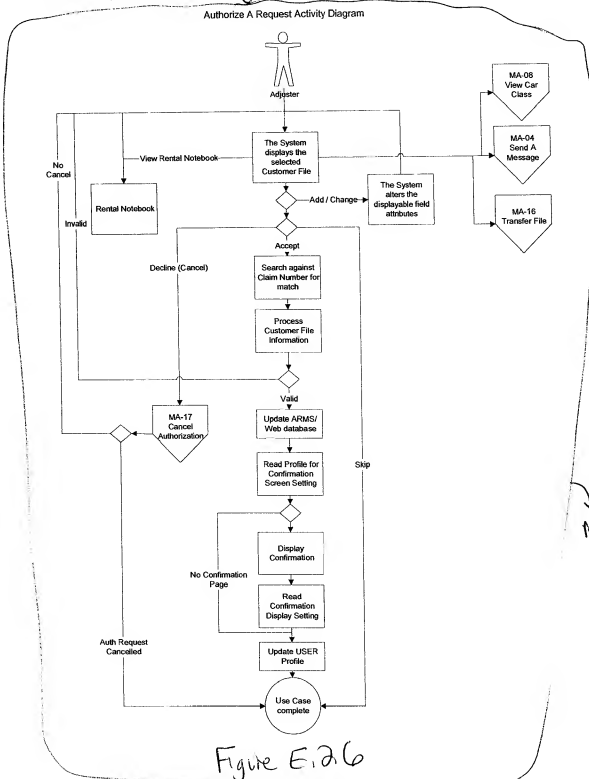
Authorize A Request Activity Diagram

Adjuster

MA-08 View Car Class

MA-04 Send A Message

MA-16 Transfer File

The System displays the selected Customer File

View Rental Notebook

No Cancel

Rental Notebook

Invalid

Add / Change — The System alters the displayable field attributes

Accept

Decline (Cancel)

Search against Claim Number for match

Process Customer File Information

Valid

MA-17 Cancel Authorization

Update ARMS/ Web database

Read Profile for Confirmation Screen Setting

Skip

Display Confirmation

No Confirmation Page

Read Confirmation Display Setting

Auth Request Cancelled

Update USER Profile

Use Case complete

More to sep- fisum

Figure E.26

1.4.2 Basic Flow

1. The USER selects an outstanding direct bill to authorize.
2. The system displays the Customer file.
3. The USER reviews the renter's information.
4. The USER inputs a number of Authorized Amounts, days and required fields.
5. The USER submits the Authorization.
6. The system validates information in the Customer File.
7. If the adjuster assigned to the Customer File is 'UNKNOWN' or 'UNASSIGNED', the System will assign the Customer File to the current USER.
8. The system will update the ARMS/Web database with the Authorization.
9. The System reads the user profile to see if the confirmation page should display.
10. If the profile indicates 'Show Confirmation Page', the System will display the confirmation page
11. This ends the use case.

1.4.3 Alternative Flows

1.4.3.1 View Notebook

At step 3 of the Basic Flow, the USER can select to view the transaction history (Notebook) by selecting the Go To Notebook link.

1.4.3.2 Add Notes to Customer File

At step 3 of the Basic Flow, the USER can add notes to the Customer File by typing in the appropriate notes field on the Customer File page.

1.4.3.3 Skip Customer File

At step 3 of the Basic Flow, the USER should have the ability to skip to the next action item by clicking the Skip button. After clicking the Skip button, the USER should be taken to the next action item on their current list without any changes to the file being skipped.

1.4.3.4 Change Customer File

At step 3 of the Basic Flow, the adjuster can make changes to the additional details of the Customer File. This is done by selecting the Add / Change link which will invoke an editable page with all *appropriate information editable.

1.5   Post-Conditions

- If the use case was successful then the changes should go in to effect immediately and the screen should revert back to the original screen of entry.
- If the use case was successful, then the ARMS system will be notified of authorization changes.
- If the use case was unsuccessful then the system state will be unchanged.

1.6   Special Requirements

1.6.1   Requirements for Claim Type Authorizations

The following are a set of requirements surrounding the type of authorized amounts that are allowable based on the Claim Type associated with a rental. These restrictions **DO NOT APPLY** to reservations that are submitted with a Direct Billing Percentage of zero (0).

1.6.1.1 When the Claim Type selected is 'Insured', 'Theft', or 'Uninsured Motorist'

1.6.1.1.1 The reservation/rental must always include an Authorized Rate or both Policy Daily **and** Maximum Limits as defined by the renter's insurance policy. Zero (0) is an acceptable Policy Daily Limit.

1.6.1.1.2 The reservation/rental must include an Authorized Rate or Policy Daily Limit if a Policy Maximum Limit is included. Zero (0) is an acceptable Policy Daily Limit.

1.6.1.2 *When the Claim Type selected is 'Claimant'*

    1.6.1.2.1 The reservation/rental must always include an Authorized Rate.

    1.6.1.2.2 The reservation/rental <u>may not</u> include a Policy Daily/Maximum Limits selection.

1.6.1.3 *Requirements for editable fields based on reservation / ticket status*

    1.6.1.3.1 Depending on the status of the Customer File the adjuster may change the following fields:

Field Name	Unassigned/Unauthorized Reservation/Ticket	Assigned but Unauthorized Reservation or Ticket	Authorized Ticket
CLAIM NUMBER	X	X	X
CLAIM TYPE	X	X	X
LOSS TYPE	X	X	X
DATE OF LOSS	X	X	X
INSURED INFORMATION	X	X	X
RENTER INFORMATION	X		
DATE RENTAL IS NEEDED	X		
ADDITIONAL CHARGES	X	X	X
NUMBER OF AUTHORIZED DAYS	X	X	
BILL-TO PERCENT	X	X	X
POLICY LIMITS	X	X	X
AUTHORIZED RATE	X	X	X

If the Customer File is an Unauthorized Reservation, the adjuster can Reject the Authorization Request, Send a Message, and/or Transfer (Assign) the file to an adjuster.

1.6.1.3.2 If the status of the Customer File is an open ticket the following rules apply:

Actions	Authorized Reservation	Unauthorized Reservation / Ticket	Authorized Open Ticket
Send Message	X	X	X
Extension			X
Terminate Rental			X
Cancel Authorization	X	X	
Transfer/Assign Adjuster	X	X	X
View Car Class	X	X	X

1.7   Extension Points

An extension point indicates a link between this use case and another use case. Extension points associated with the use case are indicated below. Clicking on the extension point will open the related use case.

1.7.1   *MA-04 Send A Message*

The Send Message will be used to allow the user to capture messages and diary notes associated with a rental reservation/authorization.   The USER can elect to either have the message sent to the Enterprise rental branch location responsible for the reservation/authorization, or to store the note in the ARMS Web system without sending the message to Enterprise. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization.

1.7.2   *MA-16 Transfer Work*

(The Change Adjuster button invokes this use case).

The ADJUSTER may choose to transfer an authorization to a different adjuster in his/her office or transfer the authorization to another adjuster in a different office.

1.7.3   *MA-08 View Car Class*

The ADJUSTER may choose to view the car class. This button invokes the View Car Class use case.

1.7.4   *MA-17 Cancel Authorization*

The ADJUSTER may choose to deny the authorization. When the ADJUSTER selects the CANCEL button, it will invoke the Cancel Authorization use case to reject the authoratio

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Authorize Rental Detail

This screen will allow the user to work the currently selected authorization request. The user may set the authorization amounts and policy coverage limits or may assign the request to another adjuster.

2.1.1 Screen Layout – Authorize Rental Detail – see Figure E.27

Figure E.27

2.1.2 Authorize Rental Detail

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Handling For:	List Box	30	Handling for Adjuster's Name	First Name + Last Nmae	N.A.
Note to Enterprise:	Input	0	Message	NOTE	
Notebook	Output	50	Message	NOTE	
Note to Self Only	Input	0	Message	NOTE	
	Output	8	Message Creation Date	Add Date	N.A.
Message	Output	50	Message Text	NOTE	N.A.
	Output	10	Notebook creation date	Add Date	
Claim no.	Output	30	Claim Number	Insurance Claim Number	
Claim Number:	Input	11	Claim Number	Insurance Claim Number	N.A.
___ days @	Input	4	Number of Days Authorized	Number Of Days Authorized	N.A.
Direct Bill %:	Input	6	Percent Covered	Bill To %	N.A.
Policy: Daily rate/Maximum dollars:	List Box	5	Policy Maximum and Daily Rates	Dollars Per Day Covered	N.A.
Policy: Daily rate/Maximum dollars:	List Box	5	Policy Maximum and Daily Rates	Max $ Covered	N.A.
	Output	30	Rental Location Branch Name	Rental Location	N.A.
Date Rental Needed:	List Box	10	Rental Start Date	Start Date	N.A.
days @____	List Box	6	Vehicle Rate	Vehicle Rate	N.A.
Insured Name:	Input	30	Insured's Name	First Name + Last Name	N.A.
Insured Name:	Output	20	Insured's Name	First Name + Last Name	
	Output	30	Rental Location Address	Address Line + Address Line2	N.A.
	Output	25	Rental Location City Name	City	N.A.
	Output	10	Rental Location Postal / Zip Code	Zip Code	N.A.
	Output	3	Rental Location State / Province Code	State	N.A.
	Output	13	Rental Location Telephone Number	Telephone Number	N.A.
Date of Loss:	List Box	10	Date of Loss	Date Of Loss	N.A.
Date of Loss	Output	10	Date of Loss	Date Of Loss	
	Output	30	Renter's Address Line	Address Line	
Renter's Address	Output	20	Renter's City	City	
	Output	3	Renter's State /Province Code	State	
	Output	15	Renter's Zip/Postal Code	Zip Code	

Screen Label	Type	Size	Screen Field Name	Data Field	Screen Specific Rule
Home Phone:	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	This field is input if the ticket is not opened. It will not be editable if the ticket is open.
Authoriz Direct Bill: for	Output	30	Renter's Name	First Name + Last Name	N/A.
Renter:	Output	30	Renter's Name	First Name + Last Name	N/A.
	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	
Owner's Vehicle	Output	20	Vehicle Year, Make and Model	Renter Vehicle Year + Renter Make/Model	
	Output	15	Repair Facility City	City	
Repair Facility	Output	20	Repair Facility Name	Repair Facility Name	
	Output	3	Repair Facility State	State	
	Output	10	Repair Facility Telephone Number	Telephone Number	
	Output	7	Repair Facility Zip Code	Zip Code	
Claim Type:	List Box	15	Claim Type	claim type description	N/A.
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Vehicle Condition	List Box	20	Loss Type	loss type description	
Vehicle Condition	Output	20	Type of Loss	loss type description	
	Input	20	Renter's Email	renter email	

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Skip

When clicked, the USER will be taken out of the use case without changing the current status of the request. Any changes made by clicking Change or Add and keying data in the bottom section will be saved.

2.1.3.2 Process

When clicked, the system will validate the input and accept the changes made to the customer file. The arms database will be updated and the data will be sent to the arms system. The use case will then end and the USER will return to the process from which they came.

2.1.3.3 Notebook

When clicked, the USER will be taken to the Note Book section at the bottom of the screen to view all messages for this rental.

2.1.3.4 Transfer File

When clicked, the USER will be taken to the Transfer File screen. This screen allows the USER to change the office or adjuster currently assigned to the customer file. The required information in the Extend Rental/Customer File will be passed to the Transfer File screen. Upon completion of the transfer, the USER will then be returned to the next action item or the profiled start page, depending on the screen from which the USER began.

2.1.3.5 Change or Add

When clicked, the system will refresh the current screen and make all editable fields in the bottom section (outside the gray box area) input capable. The changes on the top of the screen will not be lost.

2.1.3.6 Top of page

When clicked, the USER will be taken to the top of the current page.

2.1.3.7 View Car Class

When clicked, the USER will be taken to the View Car Class Use Case. No changes will be lost. Once the USER is finished with this use case, the USER will return to the Extend Rental Use Case.

3. **Application Operations**

4. Data Fields

4.1 Data Field Definition

This section includes a definition of all data fields included in the functional specification

4.1.1 Add Date

Entity	ARM: ARMS/400 Diary Notes File
Column Name	NEADDT
Label Name	Add Date
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.2 Address Line

Entity	ARM: Rental Location Master
Column Name	LOADL1
Label Name	
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.3 Address Line

Entity	ARM: Renter Detail
Column Name	RKADL1
Label Name	Address Line
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.4 Address Line2

Entity	ARM: Rental Location Master
Column Name	LOADL2
Label Name	Address Line
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.5 Bill To %

Entity	ARM: Authorization(Claim Info)
Column Name	AZBTPC
Label Name	Bill To %

System Name	
Data Type	DECIMAL(3)
Attribute Definition	

4.1.6 Branch

Entity	A4 Cross Reference
Column Name	br_id
Label Name	Branch:
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.7 City

Entity	ARM: Rental Location Master
Column Name	LOCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.8 City

Entity	ARM: Renter Detail
Column Name	RKCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.9 City

Entity	ARM: Repair Detail
Column Name	RUCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.10 claim type code

Entity	AUTHORIZATION EXTENSION
Column Name	clm_typ_cde
Label Name	claim type code:
System Name	CLMTYPCDE
Data Type	DEC(3,0)

Attribute Definition	The claim type code defines the different Authorization claim types. For example: Insured, Claimant, Uninsured Motorist, etc.

4.1.11 claim type description

Entity	CLAIM TYPE
Column Name	clm_typ_dsc
Label Name	claim type description:
System Name	CLMTYPDSC
Data Type	CHAR(40)
Attribute Definition	The claim type description is a lexical definition of the claim type code which defines the different Authorization claim types. For example: Insured, Claimant, Uninsured Motorist, etc.

4.1.12 company identifier

Entity	EXTERNAL ORGANIZATION
Column Name	cmpy_id
Label Name	company identifier:
System Name	CMPYID
Data Type	DEC(11,0)
Attribute Definition	Business Party Identifier is a surrogate key assigned to each unique occurrence of an Individual, External Organization, and Internal Organization (Business Party).

4.1.13 Date Of Loss

Entity	ARM: Renter Detail
Column Name	RKLSDT
Label Name	Date Of Loss
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.14 Day Phone

Entity	ARM: Renter Detail
Column Name	RKDYPH
Label Name	Day Phone
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.15 Dollars Per Day Covered

Entity	ARM: Authorization(Claim Info)
Column Name	AZ$PDY

Label Name	Dollars Per Day Covered
System Name	
Data Type	DECIMAL(5,2)
Attribute Definition	

4.1.16 external organization abbreviated name

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_abbr_nam
Label Name	external organization abbreviated name:
System Name	EOABBRNAM
Data Type	CHAR(10)
Attribute Definition	External Organization Abbreviated Name is a shortened text based label associated with an organization outside of Enterprise. This name is sometimes used for accounting purposes.

4.1.17 external organization identifier

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_id
Label Name	external organization identifier:
System Name	EOID
Data Type	DEC(11,0)
Attribute Definition	The external organization identifier is a surrogate key assigned to each unique occurrence of an External Organization. Examples: body shops, vehicle manufacturers, insurance companies, leasing accounts, credit unions, dealerships, or government agencie

4.1.18 First Name

Entity	ARM: Adjustor Master
Column Name	ALFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.19 First Name

Entity	ARM: Insured Detail
Column Name	IRFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.20 First Name

Entity	ARM: Renter Detail
Column Name	RKFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.21 Group

Entity	A4 Cross Reference
Column Name	grp_id
Label Name	Group Number
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.22 Insurance Claim Number

Entity	ARM: Authorization(Claim Info)
Column Name	AZCLNO
Label Name	Insurance Claim Number
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.23 Last Name

Entity	ARM: Adjustor Master
Column Name	ALLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.24 Last Name

Entity	ARM: Insured Detail
Column Name	IRLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.25 Last Name

Entity	ARM: Renter Detail
Column Name	RKLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.26 loss type code

Entity	AUTHORIZATION EXTENSION
Column Name	loss_typ_cde
Label Name	loss type code:
System Name	LOSSTYPCDE
Data Type	DEC(3,0)
Attribute Definition	The loss type code defines the different loss categories when an Insurance Company authorizes a Rental. For example: Theft, Drivable, Repairable, Non-drivable, Non-repairable, Totaled.

4.1.27 loss type description

Entity	LOSS TYPE
Column Name	loss_typ_dsc
Label Name	loss type description:
System Name	LOSSTYPDSC
Data Type	CHAR(40)
Attribute Definition	The loss type description is a lexical definition of the loss type code which defines the different loss categories when an Insurance Company authorizes a Rental. For example: Theft, Drivable, Repairable, Non-drivable, Non-repairable, Totaled.

4.1.28 Max $ Covered

Entity	ARM: Authorization(Claim Info)
Column Name	AZ$MAX
Label Name	Max $ Covered
System Name	
Data Type	DECIMAL(9,2)
Attribute Definition	

4.1.29 NOTE

Entity	ARM: ARMS/400 Diary Notes File
Column Name	NENOTE
Label Name	NOTE
System Name	
Data Type	CHAR(50)

Attribute Definition	

4.1.30 Number Of Days Authorized

Entity	ARM: Authorization(Claim Info)
Column Name	AZAUDY
Label Name	Number Of Days Authorized
System Name	
Data Type	DECIMAL(3)
Attribute Definition	

4.1.31 Rental Location

Entity	ARM: Authorization(Claim Info)
Column Name	AZRNLC
Label Name	Rental Location
System Name	
Data Type	CHAR(10)
Attribute Definition	

4.1.32 renter email

Entity	RENTER EXTENSION
Column Name	rentr_eml
Label Name	renter email:
System Name	RENTREML
Data Type	CHAR(70)
Attribute Definition	The email address of the renter.

4.1.33 Renter Make/Model

Entity	ARM: Renter Detail
Column Name	RKVHMM
Label Name	Renter Make/Model
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.34 Renter Vehicle Year

Entity	ARM: Renter Detail
Column Name	RKVHYR
Label Name	Renter Vehicle Year
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.35 Renters Day Phone Extension

Entity	ARM: Renter Detail
Column Name	RKDYEX
Label Name	Renters Day Phone Extension
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.36 Renters Night Phone

Entity	ARM: Renter Detail
Column Name	RKNTPH
Label Name	Renters Night Phone
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.37 Renters Night Phone Extensin

Entity	ARM: Renter Detail
Column Name	RKNTEX
Label Name	Renters Night Phone Extensin
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.38 Repair Facility Name

Entity	ARM: Repair Detail
Column Name	RURFNM
Label Name	Repair Facility Name
System Name	
Data Type	CHAR(35)
Attribute Definition	

4.1.39 Start Date

Entity	ARM: Authorization(Claim Info)
Column Name	AZSTDT
Label Name	Start Date
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.40 State

Entity	ARM: Rental Location Master

Column Name	LOSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.41 State

Entity	ARM: Renter Detail
Column Name	RKSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.42 State

Entity	ARM: Repair Detail
Column Name	RUSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.43 Status Description

Entity	ARM: ARMS/400 Cross Reference Status Table File
Column Name	XUSTDS
Label Name	Status Description
System Name	
Data Type	CHAR(6)
Attribute Definition	

4.1.44 Telephone Number

Entity	ARM: Rental Location Master
Column Name	LOPHNO
Label Name	Telephone Number
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.45 Telephone Number

Entity	ARM: Repair Detail
Column Name	RUPHNO
Label Name	Telephone Number

System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.46   Vehicle Class

Entity	ARM: Authorization(Claim Info)
Column Name	AZVHCS
Label Name	Vehicle Class
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.47   Vehicle Rate

Entity	ARM: Authorization(Claim Info)
Column Name	AZVHRT
Label Name	Vehicle Rate
System Name	
Data Type	DECIMAL(5,2)
Attribute Definition	

4.1.48   Zip Code

Entity	ARM: Rental Location Master
Column Name	LOZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

4.1.49 Zip Code

Entity	ARM: Repair Detail
Column Name	RUZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

5. Questions and Answers

Issue Number: 419

Question: 6-23-00, When rejecting an authorization do we want a reason code?
Per Jennifer - Mike, Brad and Craig is handling this.

Status: Pending

Resolution: 07-03-00 - Brad Reel: In the ARMS Web V2.0 application reason codes will be collected for the following events: reject invoice, terminate authorization. Per a discussion with Randy Haselhorst, it would be worthwhile to collect a reason code for for reject/cancel authorization. However, it is not critical for this release. If possible it should be incorporated.
07-03-00 - Brad Reel: I am reassigning to Mike Slater to work with Neil Fitzgerald and determine whether or not to incorporate in V2.0, or wait until a later release.

Enterprise Rent-A-Car

**Functional Design Specification
Change Customer File**

Version 1.1

Last Saved: 10/17/00 2:23 PM

Revision History

Date	Issue	Description	Author
April 20, 2000	0.1	Created Use Case and Screen Design	Brian Weingart, Debi Ealick and Johnny Sands
April 28, 2000	0.1	Added Use Case and Screen Design as subdocuments	Cindy Bastean
May 3, 2000	0.2	Removed subdocuments and formatted according to standards. Reconciled Screen Design	Cindy Bastean
May 3, 2000	0.3	Added changes from Team Final Review	Cindy Bastean
May 5, 2000	0.4	Made screen changes and added to document.	Debi Ealick
May 16, 2000	0.5	Made Use Case and Activity Diagram modifications as per Cross-Team Review session	Brian Weingart
May 25, 2000	0.6	Added Questions and Answers	Cindy Bastean
May 25, 2000	0.6	Updated Screens and Screen Fields	Debi Ealick, Cindy Bastean
July 3, 2000	0.7	Updated Screen Field and Data Field Information	Cindy Bastean
July 13, 2000	0.7	Updated Use Case and Screen Design sections	Mike Slater, Brian Weingart, Johnny Sands, Deb Ealick, Brent Armbruster and Cindy Bastean
August 24, 2000	1.0	Updated Use Case. Changes made based on feedback provided by management reviewers.	Mike Slater
October 2, 2000	1.1	Updated FDS. Changes made based on feedback provided by the testing team.	Mike Slater

Table of Contents

Change Customer File

1.   Change Customer File Use Case

1.1   Brief Description

The Change Authorization use case describes how the USER could change an authorization assigned to a reservation or an open rental.

1.2   Use Case Actors

The following actors will interact with this use case:

- **ADJUSTER** – The USER will use this case to add or change information related to an existing Customer File on a rental within ARMS Web.
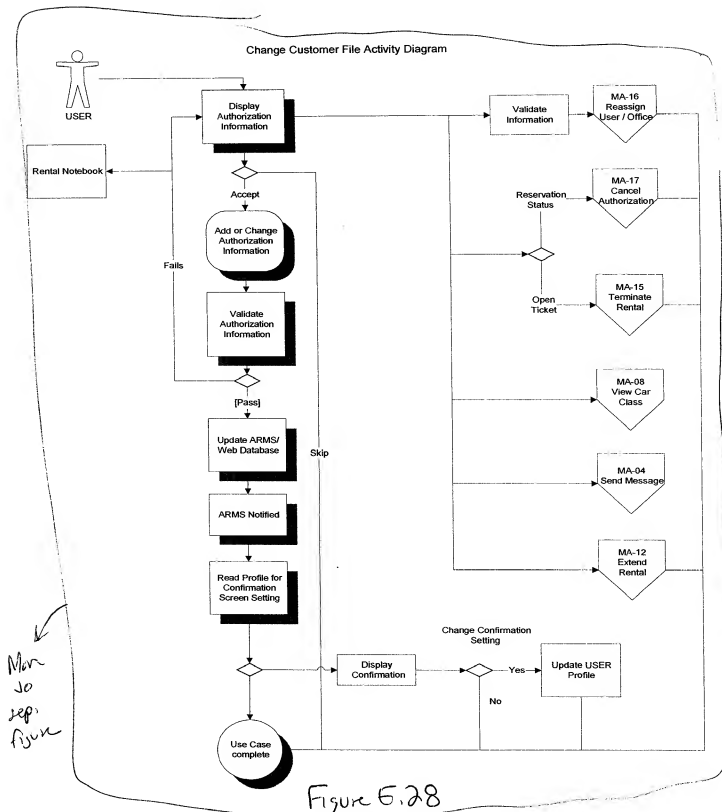
1.3   Pre-Conditions

- The USER must be logged into the ARMS Web system.
- The USER must have selected to change an existing Customer File.

1.4   Flow of Events

The Flow of Events will include the necessary steps to make changes to a Customer File.

1.4.1   Activity Diagram – *see Figure E.28*

Change Customer File Activity Diagram

Figure E.28

1.4.2 Basic Flow

1. The USER will select a Customer File to change.
2. The SYSTEM will display the associated Customer File detail of the selected item.
3. The USER will add additional or modify existing information associated with the Customer File.
4. The SYSTEM will validate added or modified data.
5. The SYSTEM will update ARMS Web to reflect the changes.
6. The SYSTEM notifies ARMS of the changes associated with the Customer File.
7. The SYSTEM checks the profile for the confirmation screen setting.
8. This ends the use case.

1.4.3 Alternative Flows

1.4.3.1 View Rental Notebook

At step 1, the USER may choose to view the history of a rental. The USER will be able to see the last five diary notes. The USER can also select to view the transaction history or add diary notes from the Extend Rental Detail.

1.4.3.2 Validate Changes

If the USER changes or adds information, which does not pass validation, an error message will notify the USER and return them to step 1 of the Basic Flow.

If an error is discovered in the validation of the reservation / rental information submitted by the USER (Step 3 of the **Basic Flow**), the system would present the USER with an error message and return them to the Detailed Reservation / Rental Display. If the error is specific to a data field within the form, the field should be highlighted and the error described.

1.4.3.3 Display Confirmation

After step 6, the USER may wish to have a confirmation page displayed, indicating that some type of change has taken place. The confirmation page is completely optional, therefore, at anytime the USER wants to set their profile to bypass this screen, he/she may do so.

1.4.3.4 Update USER Profile

During the confirmation process, the USER has the option of changing their profile setting to display or hide the confirmation page. Each time the setting is changed, the USER profile must be updated to reflect the new requirements set by the USER.

1.5 Post-Conditions

- If the use case was successful then the changes have been saved to the ARMS Web database and if appropriate, ARMS Web has generated notification transactions to ARMS.
- If the use case was unsuccessful then the system has remained unchanged.

1.6 Special Requirements

- It will be considered invalid if for a reservation, the Claim Number, Renter First Name, Renter Last Name, Claim Type, Vehicle Condition, Rental Location, Authorized Number of Days, Direct Bill Percent, and at least one Renter Telephone number have not been included.

- It will be considered invalid if the customer has established Claim Number editing and the Claim Number format does not meet the requirements of the customer's Claim Number definition.

- It will be considered invalid if any field identified as REQUIRED in the company/office profile is not included.

- It will be considered invalid if any data entered violates the data type as specified by the ARMS Web database (i.e., alpha characters in a numeric field).

- A warning will be presented to the USER if any defined limits identified in the company/office/user profile are exceeded (e.g., Maximum Number of Days Authorized). The system will allow the USER to submit the authorization from the warning.

- It will be considered invalid if the selected Claim Type is 'Insured,' 'Uninsured,' or 'Theft' and the reservation does not include an Authorized Rate **or** does not include both Policy Daily **and** Policy Maximum Limits (with the exception of reservations with a Direct Bill Percent of zero (0)). A Policy Daily Limit of zero (0) is an acceptable entry.

- It will be considered invalid if the selected Claim Type is 'Insured,' 'Uninsured,' or 'Theft' and the reservation includes a Policy Maximum Limit but does not include an Authorized Rate or Policy Daily Limit (with the exception of reservations with a Direct Bill Percent of zero (0)). A Policy Daily Limit of zero (0) is an acceptable entry.

- It will be considered invalid if the selected Claim Type is 'Claimant' and Policy Limits (Daily or Maximum) have been included.

- It will be considered invalid if the Authorized Number of Days is included and is less than zero (0).

- It will be considered invalid if the Direct Bill Percent is greater than zero (0) and the Authorized Number of Days is zero.

- It will be considered invalid if the Direct Bill Percent is less than zero (0).

- It will be considered invalid if the Direct Bill Percent is greater than one hundred (100).

- It will be considered invalid if the Labor Hours are less than zero (0).

- It will be considered invalid if the Date of Loss is greater than the current date.

- It will be considered invalid if the first three digits (i.e., area code) of any U.S. or Canadian telephone number meet the criteria below:
  - 0XX
  - 1XX
  - The second and third digits equal (e.g., 800, 877, 888, etc.)

  Where X equals any digit 0 through 9.

- It will be considered invalid if a U.S. or Canadian telephone number does not consist of 10 digits.

- It will be considered invalid if a U.S. postal code does not consist of 5 or 9 digits.

- It will be considered invalid if a Canadian postal code does not consist of 6 alphanumeric characters in the format AXAXAX where A is an alpha character and X is a digit between 0 and 9.

- It will be considered invalid if an E-mail address is included that does not include an '@' character.

- It will be considered invalid if the Send e-mail Confirmation to Renter flag is set to true and the Renter e-mail address is not included.

- If the customer file is in reservation status, the screen will show a cancel button for the USER to cancel the authorization if desired.

- If the customer file is in open ticket status, the screen will show the set last day button for the USER to terminate the rental if desired.

1.7 Extension Points

1.7.1 MA-04 Send a Message

The Send Message will be used to allow the USER to capture messages and diary notes associated with extending a rental. The USER can elect to either have the message sent to the Enterprise rental branch location responsible for the reservation/authorization, or to store the note in the ARMS Web system without sending the message to Enterprise. All MESSAGES and DIARY NOTES captured must be related to a specific reservation/authorization File.

1.7.2 MA-16 Reassign USER or Office (The Transfer File button invokes this use case).

After the extend rental detail is displayed, the USER may choose to change the current office/USER. First, the USER would select to change the current office/USER. Second, the system would display a list of authorized offices/users. Third, the USER would select a new office/USER.

1.7.3 MA-15 Terminate a Rental (Set Last Day)

After the extend rental detail is displayed, the USER may choose to terminate the rental. If termination is selected, the USER must enter a reason for the termination of the rental. Termination means the insurance company is no longer willing to pay for the rental. This function (button) is only available for an open ticket. For reservation status, the USER should see the Cancel button.

1.7.4 MA-17 Cancel Authorization

Before step 5 of the Basic Flow, the USER should have the capability to cancel the authorization. Before the USER has made changes that have been updated in the database and sent to ARMS, the Cancel Authorization function (button) should be available for reservation status. However, the USER cannot perform the Cancel function on an open ticket. For an open ticket, the Termination (Set Last Day) function (button) is available.

1.7.5 MA-08 View Car Class

The View Car Class use case will be used to allow the USER to view details about and select a car class to apply to a reservation. Details will include the average number of passengers and luggage items that can be served by a vehicle in the specific car class. The car class selected by the USER should be applied to the reservation.

2. Screen Design

A definition of the screen layout(s), screen data fields, and screen functions that are used to implement the flows identified above. More than one screen may be used to implement support for the use case flow.

2.1 Change Rental Detail → (see Figures E.29(a) + (b))

This screen will allow the USER to work the currently selected authorization request. The USER may set the authorization amounts and policy coverage limits or may assign the request to another adjuster. → see figures E.29(a) and (b)

2.1.1 Screen Layout – Change Rental Detail (After clicking the Change or Add link)

Figure E.29(a)

→ More to cp. figure

(Before clicking the Change or Add Link)

Welcome to the
Automated Rental Management System

create a RESERVATION   find a CUSTOMER

Claims Office: 001   Handling for: Yourself

You just authorized 3 days at $29.39/day for Hanks, Tom

Customer File OPEN for Bowie, David Claim no. 765849322-001

2 of 4 Action Items

Compact/21.95
20/500

Note to Enterprise:

Note to Safe:

Rental Location:
Enterprise Edgewater Branch
773-334-5400

Repair Facility:
Elco Chevrolet
(773)334-9832
Owner Vehicle: 1993 GMC Suburban
Vehicle Condition: Non-Drivable

☐ Extend this rental?

[Change or Add]

RENTER INFORMATION:
Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email:dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:
Authorized Class: Standard
Days/Rate: 5 days @ $21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:
Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Drivable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:
Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:
Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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Figure E.29(b)

2.1.2 Change Rental Detail

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Additional Charges	Output	15	Additional Charges		
Handling For:	Output	30	Handling for Adjuster's Name	First Name + Last Name	Last Name + First Name
Note to Self Only	Input	50	Message	NOTE	
Messages:	Output	8	Message Creation Date	Add Date	N/A.
Note to Enterprise:	Input	50	Message Text	NOTE	N/A.
	Output	50	Message Text	NOTE	N/A.
Claim Number:	Output	11	Claim Number	Insurance Claim Number	
Days Authorized to Date:	Output	2	Number of Days Authorized	Number Of Days Authorized	N/A.
___ additional authorized days	Output	2	Number of Days to Extend	Number of Days to Extend	
Policy Limits	List Box	5	Policy Maximum and Dollars per day	Max $ Covered + Dollars Per Day Covered	
	Output	30	Rental Location Branch Name	Rental Location	
days @:	List Box	6	Rental Location Rate	Vehicle Rate	N/A.
Date of Rental	Output	10	Rental Start Date	Start Date	N/A.
Insured Name:	Output	30	Insured's Name	First Name + Last Name	
	Output	30	Rental Location Address	Address Line + Address Line2	N/A.
	Output	25	Rental Location City Name	City	N/A.
	Output	10	Rental Location Postal / Zip Code	Zip Code	N/A.
	Output	3	Rental Location State / Province Code	State	N/A.
	Output	13	Rental Location Telephone Number	Telephone Number	N/A.
Date of Loss:	Output	10	Date of Loss	Date Of Loss	
	Output	20	Renter City Name	City	
	Output	10	Renter Postal / Zip Code	Zip Code	
	Output	3	Renter State / Province Code	State	
	Output	30	Renter Street Address	Address Line	
Home:	Output	16	Renter's Home Phone	Renters Night Phone + Renters Night Phone Extensin	Not editable if ticket is Open.
	Output	30	Renter's Name	First Name + Last Name	Will not be editable if ticket is open. First Name + Last Name
Renter Information:	Output	30	Renter's Name	First Name + Last Name	N/A.

Screen Label	Type	Size	Screen Field Name	Data Field Name	Screen Specific Rule
Work Phone:	Output	16	Renter's Work Phone	Day Phone + Renters Day Phone Extension	Will not be able to edit if ticket is Open.
Owner's vehicle:	Output	4	Vehicle Year, Make and Model	Renter Make/Model + Renter Vehicle Year	
Repair Facility:	Output	20	Body Shop Name	Repair Facility Name	
	Input	16	Body Shop Phone Number	Telephone Number	
	Output	15	Repair Facility City	City	
	Output	3	Repair Facility State	State	
	Output	7	Repair Facility zip code	Zip Code	
Last Day authorized	Output	10	Date rental is authorized through	CALCULATED	Calculated field. Populated with an Open Ticket only.
Charges to Date:	Output	10	Total Charges	CALCULATED	
Renter Type	Output	10	Claim type	claim type description	
Claims Office:	Output	3	Office Id	external organization abbreviated name	N/A.
Vehicle Condition	Output	15	Type of Loss	loss type description	
Renter Email:	Output	20	Renter's Email	renter email	Will not be able to edit if ticket is Open.

2.1.3 Screen Function Definition

This section includes the definitions for all functions that can be performed within the screen. This includes operations invoked by button clicks, specific shortcut keystrokes, or other actor activity.

2.1.3.1 Skip

When clicked, the USER will be taken out of the use case without changing the current status of the request. Any changes made by clicking Change or Add and keying data in the bottom section will be saved.

2.1.3.2 Process

When clicked, the system will validate the input and accept the changes made to the customer file. The arms web database will be updated and the data will be sent to the arms system. The use case will then end and the USER will return to the process from which they came.

2.1.3.3 Notebook

When clicked, the USER will be taken to the Note Book section at the bottom of the screen to view all messages for this rental.

2.1.3.4 Set Last Day

When clicked, the system will terminate the rental. The USER will be prompted to enter a termination date for this rental. This coincides with the use case MA-15-Terminate Rental.

2.1.3.5 Transfer File

When clicked, the USER will be taken to the Transfer File screen. This screen allows the USER to change the office or adjuster currently assigned to the customer file. The required information in the Extend Rental/Customer File will be passed to the Transfer File screen. Upon completion of the transfer, the USER will then be returned to the next action item or the

profiled start page, depending on the screen from which the USER began.

2.1.3.6 Change or Add

When clicked, the system will refresh the current screen and make all editable fields in the bottom section (outside the gray box area) input capable. The changes on the top of the screen will not be lost.

2.1.3.7 Top of page

When clicked, the USER will be taken to the top of the current page.

2.1.3.8 View Car Class

When clicked, the USER will be taken to the View Car Class Use Case. No changes will be lost. Once the USER is finished with this use case, the USER will return to the Extend Rental Use Case.

2.1.3.9 Extend Rental (checkbox)

When checked and the process button is clicked, the system will validate the input and accept the extension AND any other changes made to the customer file. The arms web database will be updated and the data will be sent to the arms system. The use case will then end and the USER will proceed to the next action item. (If unchecked and the process button is clicked, only the changes to the screen will be saved. The extension will NOT be executed.)

2.1.3.10 Last Action Message

After each action item in the USER's list has been completed, upon arriving at the next item there will be a confirmation message at the top of the screen. This message will be a hyperlink describing the last completed action. If the USER clicks on this link, the system will open the customer file, which will reflect all of the current information for the rental. The USER is then free to make additional changes or to simply view the file.

3.   Application Operations

4. Data Fields

4.1 Data Field Definition

This section includes a definition of all data fields included in the functional specification

4.1.1 Add Date

Entity	ARM: ARMS/400 Diary Notes File
Column Name	NEADDT
Label Name	Add Date
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.2 Address Line

Entity	ARM: Rental Location Master
Column Name	LOADL1
Label Name	
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.3 Address Line

Entity	ARM: Renter Detail
Column Name	RKADL1
Label Name	Address Line
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.4 Address Line2

Entity	ARM: Rental Location Master
Column Name	LOADL2
Label Name	Address Line
System Name	
Data Type	CHAR(30)
Attribute Definition	

4.1.5 Branch

Entity	ARM: Rental Location Master
Column Name	Branch
Label Name	Branch:
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.6   City

Entity	ARM: Rental Location Master
Column Name	LOCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.7   City

Entity	ARM: Renter Detail
Column Name	RKCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.8   City

Entity	ARM: Repair Detail
Column Name	RUCYNM
Label Name	City
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.9   claim type code

Entity	AUTHORIZATION EXTENSION
Column Name	clm_typ_cde
Label Name	claim type code:
System Name	CLMTYPCDE
Data Type	DEC(3,0)
Attribute Definition	The claim type code defines the different Authorization claim types. For example: Insured, Claimant, Uninsured Motorist, etc.

4.1.10   claim type description

Entity	CLAIM TYPE
Column Name	clm_typ_dsc
Label Name	claim type description:
System Name	CLMTYPDSC
Data Type	CHAR(40)
Attribute Definition	The claim type description is a lexical definition of the claim type code which defines the different Authorization claim types.

| | For example: Insured, Claimant, Uninsured Motorist, etc. |

4.1.11 company identifier

Entity	EXTERNAL ORGANIZATION
Column Name	cmpy_id
Label Name	company identifier:
System Name	CMPYID
Data Type	DEC(11,0)
Attribute Definition	Business Party Identifier is a surrogate key assigned to each unique occurrence of an Individual, External Organization, and Internal Organization (Business Party).

4.1.12 Date Of Loss

Entity	ARM: Renter Detail
Column Name	RKLSDT
Label Name	Date Of Loss
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.13 Day Phone

Entity	ARM: Renter Detail
Column Name	RKDYPH
Label Name	Day Phone
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.14 external organization abbreviated name

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_abbr_nam
Label Name	external organization abbreviated name:
System Name	EOABBRNAM
Data Type	CHAR(10)
Attribute Definition	External Organization Abbreviated Name is a shortened text based label associated with an organization outside of Enterprise. This name is sometimes used for accounting purposes.

4.1.15 external organization identifier

Entity	EXTERNAL ORGANIZATION
Column Name	e_o_id
Label Name	external organization identifier:

System Name	EOID
Data Type	DEC(11,0)
Attribute Definition	The external organization identifier is a surrogate key assigned to each unique occurrence of an External Organization. Examples: body shops, vehicle manufacturers, insurance companies, leasing accounts, credit unions, dealerships, or government agencie

4.1.16   First Name

Entity	ARM: Adjustor Master
Column Name	ALFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.17   First Name

Entity	ARM: Insured Detail
Column Name	IRFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.18   First Name

Entity	ARM: Renter Detail
Column Name	RKFSNM
Label Name	First Name
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.19   Group

Entity	ARM: Rental Location Master
Column Name	Group
Label Name	Group Number
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.20   Insurance Claim Number

Entity	ARM: Authorization(Claim Info)
Column Name	AZCLNO

Label Name	Insurance Claim Number
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.21 Last Name

Entity	ARM: Adjustor Master
Column Name	ALLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.22 Last Name

Entity	ARM: Insured Detail
Column Name	IRLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.23 Last Name

Entity	ARM: Renter Detail
Column Name	RKLSNM
Label Name	Last Name
System Name	
Data Type	CHAR(20)
Attribute Definition	

4.1.24 loss type code

Entity	AUTHORIZATION EXTENSION
Column Name	loss_typ_cde
Label Name	loss type code:
System Name	LOSSTYPCDE
Data Type	DEC(3,0)
Attribute Definition	The loss type code defines the different loss categories when an Insurance Company authorizes a Rental. For example: Theft, Drivable, Repairable, Non-drivable, Non-repairable, Totaled.

4.1.25 loss type description

Entity	LOSS TYPE
Column Name	loss_typ_dsc

Label Name	loss type description:
System Name	LOSSTYPDSC
Data Type	CHAR(40)
Attribute Definition	The loss type description is a lexical definition of the loss type code which defines the different loss categories when an Insurance Company authorizes a Rental. For example: Theft, Drivable, Repairable, Non-drivable, Non-repairable, Totaled.

4.1.26 message ecars indicator

Entity	AUTHORIZATION MESSAGE
Column Name	msg_ecars_ind
Label Name	message ecars indicator:
System Name	MSGECARIND
Data Type	CHAR(1)
Attribute Definition	The message ecars indicator indicates whether the message is sent/received from the ecars system.

4.1.27 NOTE

Entity	ARM: ARMS/400 Diary Notes File
Column Name	NENOTE
Label Name	NOTE
System Name	
Data Type	CHAR(50)
Attribute Definition	

4.1.28 Number Of Days Authorized

Entity	ARM: Authorization(Claim Info)
Column Name	AZAUDY
Label Name	Number Of Days Authorized
System Name	
Data Type	DECIMAL(3)
Attribute Definition	

4.1.29 Rate Charged

Entity	ARM: Authorization(Claim Info)
Column Name	AZRTCH
Label Name	Rate Charged
System Name	
Data Type	DECIMAL(5,2)
Attribute Definition	

4.1.30 Rental Location

Entity	ARM: Authorization(Claim Info)

Column Name	AZRNLC
Label Name	Rental Location
System Name	
Data Type	CHAR(10)
Attribute Definition	

4.1.31 renter email

Entity	RENTER EXTENSION
Column Name	rentr_eml
Label Name	renter email:
System Name	RENTREML
Data Type	CHAR(70)
Attribute Definition	The email address of the renter.

4.1.32 Renter Make/Model

Entity	ARM: Renter Detail
Column Name	RKVHMM
Label Name	Renter Make/Model
System Name	
Data Type	CHAR(15)
Attribute Definition	

4.1.33 Renter Vehicle Year

Entity	ARM: Renter Detail
Column Name	RKVHYR
Label Name	Renter Vehicle Year
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.34 Renters Day Phone Extension

Entity	ARM: Renter Detail
Column Name	RKDYEX
Label Name	Renters Day Phone Extension
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.35 Renters Night Phone

Entity	ARM: Renter Detail
Column Name	RKNTPH
Label Name	Renters Night Phone

System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.36 Renters Night Phone Extensin

Entity	ARM: Renter Detail
Column Name	RKNTEX
Label Name	Renters Night Phone Extensin
System Name	
Data Type	NUMERIC(4)
Attribute Definition	

4.1.37 Repair Facility Name

Entity	ARM: Repair Detail
Column Name	RURFNM
Label Name	Repair Facility Name
System Name	
Data Type	CHAR(35)
Attribute Definition	

4.1.38 standard message description

Entity	STANDARD MESSAGE
Column Name	std_msg_dsc
Label Name	standard message description:
System Name	STDMSGDSC
Data Type	CHAR(50)
Attribute Definition	The standard message description is a lexical definition for standard message code which defines a predefined message which is applicable to specific activity type codes. For example: "Authorization confirmed on &Date with Reservation Number &Resnumber"

4.1.39 Start Date

Entity	ARM: Authorization(Claim Info)
Column Name	AZSTDT
Label Name	Start Date
System Name	
Data Type	NUMERIC(8)
Attribute Definition	

4.1.40 State

Entity	ARM: Rental Location Master
Column Name	LOSACD

Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.41 State

Entity	ARM: Renter Detail
Column Name	RKSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.42 State

Entity	ARM: Repair Detail
Column Name	RUSACD
Label Name	State
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.43 Status Description

Entity	ARM: ARMS/400 Cross Reference Status Table File
Column Name	XUSTDS
Label Name	Status Description
System Name	
Data Type	CHAR(6)
Attribute Definition	

4.1.44 Telephone Number

Entity	ARM: Rental Location Master
Column Name	LOPHNO
Label Name	Telephone Number
System Name	
Data Type	NUMERIC(10)
Attribute Definition	

4.1.45 Telephone Number

Entity	ARM: Repair Detail
Column Name	RUPHNO
Label Name	Telephone Number
System Name	

Data Type	NUMERIC(10)
Attribute Definition	

4.1.46 Vehicle Class

Entity	ARM: Authorization(Claim Info)
Column Name	AZVHCS
Label Name	Vehicle Class
System Name	
Data Type	CHAR(2)
Attribute Definition	

4.1.47 Vehicle Rate

Entity	ARM: Authorization(Claim Info)
Column Name	AZVHRT
Label Name	Vehicle Rate
System Name	
Data Type	DECIMAL(5,2)
Attribute Definition	

4.1.48 Zip Code

Entity	ARM: Rental Location Master
Column Name	LOZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

4.1.49 Zip Code

Entity	ARM: Renter Detail
Column Name	RKZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

4.1.50 Zip Code

Entity	ARM: Repair Detail
Column Name	RUZPCD
Label Name	Zip Code
System Name	
Data Type	CHAR(9)
Attribute Definition	

5. Questions and Answers

Issue Number: 368

Question: Can the Adjuster shorten the number of days authorized without terminating the rental.

Status: Closed - Resolved

Resolution: 5-3-00, Brian Weingart, Kim DeVallance - No. After an ticket is open and has been authorized, the only modification allowed to the number of days authorized comes in the form of a termination. For example, if an adjuster sent us ten days and on the fifth day, decided to only give us a total of six (thereby removing the authorization for four days) the adjuster would have to terminate that rental as of the sixth day.

Issue Number: 386

Question: Should the Date of Loss be editable in Change Authorization or does it depend on the state of the reservation/ticket.

Status: Closed - Resolved

Resolution: 6-23-00, Brian Weingart, - Since Date of Loss is considered Insurance company information, the adjuster owns this information. The Adjuster can change this in either an reservation or open ticket status. This is editable until the rental is considered closed.